



Sanchar Nigam Executives' Association

(Recognized Association of BSNL)

UP (East) Telecom Circle, Lucknow

All Communications to
The Circle Secretary

Sushil Tripathi
Circle Secretary
Qtr-1/Type-4/BSNL Colony
Sector-G, LDA, Lucknow
Mobile: +91-9451054200
Email: sneaupe@gmail.com

File No.: SNEA /UPE/CGMT/ 2023/Phishing

Dated 20.01.2023

To,

The Chief General Manager
UP (East) Telecom Circle
Hazratganj, Lucknow

Sub: Defaming and Targeting employee leaving real conspirators knowingly corporate communications regarding suspicious transaction found in credit adjustment report.

Ref: BSNLCO-FICM/16(11)/1/2022-FIN CM dated 18/01/2023
BSNLCO-FICM/16(11)/1/2022-FIN CM dated 24/11/2022
UPE/Sales/CTop-Up/2022/12 dated 29/11/2022

Kindly take the reference of above cited letter issued from your good office & corporate Office alongwith report from PGM SM UPE. In the report dated 29/11/2022 which is duly forwarded to your good office following findings were forwarded for consideration.

1. The unauthorized fraudulent transaction happened by Hacking of Employee user id and creating transaction rights inadvertently on the User-ID of CRO which were meant only for viewing rights (Refer paragraph-14).
2. The beneficiary were already identified and informed (refer paragraph-7) namely
M/s Saini Network.
M/s Cellcampus.
M/s Varnaval.
3. Above beneficiaries were questioned and after giving Fishy answers they just left free without lodging FIR then and their (refer paragraph-15) .
4. From entire report it may easily be concluded that M/s Pyro is involved in Creating all nuisance i.e. Creating all India transaction rights on view only CRO id, non-providing satisfactory responses, Non providing such report for ATD/ATC, Non providing reconciliation reports in time.
5. Such fraud was caught and money was recovered due to exceptional effort of Sri Amar Maheshwari and Shri Arvind Chandra within 5 days of discovery. Refer very 1st point in ATN summary.

But it is observed that all the **corporate correspondence** is made without considering the report findings and this has resulted very negative impact on such exceptional employee working for the interest of BSNL and had very negative impact en-mass in BSNL. The correspondence has resulted as below.

1. The employees who otherwise would have been rewarded for safeguarding BSNL (as Whistle blower) by revealing fraud and causing recovery to stop loss, were being suspended and punished (refer Point 4 of ATN Summary).
2. Mentioning employee Pernor/HRMS no. is proved to be a defaming and derogating activity against employee who has performed his duties and safeguard BSNL.

Sushil Tripathi
C.S, SNEA, UPE

1/2



Scanned with OKEN Scanner

3. Non quoting that "This was an unauthorized fraudulent transaction happened by Hacking of Employee user id and creating Transaction rights inadvertently on the User-ID of CRO which were meant only for viewing rights " in corporate correspondence and putting it on intranet is suspicious and against employee only.
4. Non mentioning Beneficiary M/s Saini Network, M/s Cellcampus, M/s Varnaval and conspirator M/s pyro in any of corporate correspondence is showing clear favoring of this parties who caused harm to BSNL.
5. Non-questioning on Non-lodging of FIR till against above beneficiary and main conspirator pyro in any of corporate correspondence is showing clear favoring of this parties who caused Harm to BSNL.
6. Non removal of suspension and continuous targeting even after report by The PGM SM UPE is serious act against employee concern and had very negating impact on all the employee of BSNL.

SNEA as association is of the firm view that such derogative act against the employee and favorable with vendor is not tolerable. This should be condemned and corrigendum must be issue to restore the negative impact on employee mindset on BSNL employees working for the interest of BSNL only.

After going all the fact and finding of the report, it is requested that suspension of Sri Amar Maheshwari, AO and Shri Arvind Chandra, SDE is not at all justified and must immediately be revoked. It is requested that FIR must be lodged against beneficiaries and legal action must be initiated immediately against beneficiaries and conspirator found in report.

With great regards,

Yours' Sincerely


Sushil Tripathi

Circle Secretary

Copy to,

1. The Dir (HR), BSNL Corporate office, New Delhi for kind information.(via- mail)
2. The Director CM, Corporate office, New Delhi. (via- mail)
3. Sri SK Bhardwaj, Sr. GM Finance, Corporate office, New Delhi.
4. Sri M.S. Adasul, General Secretary, SNEA, CHQ, New Delhi.
5. The PGM SM, BSNL UPE.
6. The GM Finance, BSNL UPE.



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

No.UPE/SALES/CTOPUP/2022 /12

Dtaed : 29.11.2022

To,
Sr.GM (Finance),
Corporate Office , Janpath,
New Delhi

Subject: Action taken report for unauthorized agent adjustments report of UPE.

Ref: 1)BSNLCO-FICM-16(11)/1/2022-FIN CM DATED 24.11.2022

2) BSNLCO-FICM-16(11)/1/2022-FIN CM DATED 7.11.2022

Kindly find attached the action taken report in reference above referred letters regarding unauthorized debit and credit CTOP transactions observed in agent adjustment report during the period 19/7/2022 to 20/10/2022 in UP(East) Tel Circle.

This report has the approval of CGMT UP(East) Circle


(M Zafar Iqbal)
PGM (S&M), UPE 29/11/2022

Enclosure : 1)Report containing Six Pages

2.Annexure-I:Agent adjustment report downloaded from Pyro GUI Dt 1/7/2022

Annexure-II: Agent adjustment report downloaded from Pyro GUI Dt 27/10/2022(Two Pages)

Annexure-III: First Mail received from M/s Pyro regarding misused user ID and IP Addresses

Annexure-IV:Statement of Shri Amar Maheshwari Dt 17/11/2022

AnnexureV:Details of recovered amount recovered on n18/11/2022

AnnexureVI:Pyro Letter no PYRO/PHPL/BSNL/NZ/22-23/11-02 Dt 9/11/2022 addressed to AGM(IN)

Mohali(Three Pages)

Annexure-VII:Letter no UPE/S&M/General/2022/9 Dt 26/11/2022

Annexure-VIII:Letter no UPE/S&M/General/2022/7 Dt 22/11/2022

Annexure IX:Reconcilliation statemement for July 2022(Two Pages)

Annexure X:Reconcilliaation statement for August 2022(Two pages)

Annexure XI &XII: Suspension letter of Shri Aman Maheshwari and Shri Arvind Chandra

Annexure-XIII: Letter no UPE/Sales/Admin-Gen/2019-20/204 Dt 28/11/2022 to GM(Vig)

**Report on Unauthorized Transaction found in agent adjustment report from
PYRO in UP(East) Circle**

UPE circle is having a user id 199800988 for making any agent adjustment. Sh. Arvind Chandra, SDE (Sales) is the only authorized officer for making agent adjustment. Shri Arvind Chandra is the Circle Nodal Officer for UP(East).

The Last Agent adjustment report prior to 27th October 2022 report was fetched in the Month of June 2022, (Copy attached-Annexure-I) no unauthorized agent adjustment transaction observed in June 2022 agent adjustment report. Agent adjustment report was not fetched in July, August and September 2022 as no big amount agent adjustment request received from field units.

On 1st October 2022 Hamirpur OA SDE(Sales), Shri Rajan Gautam submitted in his mail for adjustment of Rs 15000 in CTOP Nos 7839933767 for Rs 5000 each wrong topups done on 9532900860, 7839933767 & 9455932713 CTOP Numbers. SDE (IN) UP East Sh Atul Kumar requested for deduction of Rs 5000 each from 9532900860, 7839933767 & 9455932713 CTOP Numbers. IN team Chandigarh reported on 28th October through email that these top up amounts have been deducted from all three numbers.

As this amount was transacted wrongly from Master CTOP no 7839933767 (Instead CTOP Value it gave Talk time worth Rs 5000 in three CTOP Nos mentioned above) for reverting it back to Master CTOP Number agent adjustment was to be done to the master number. Before doing this adjustment in the October agent adjustment report was downloaded from 1/10/2022 to 27/10/2022 as a precaution for record purpose. It was observed in this report that a Rs 50000 agent adjustment done on CTOP Number 8765468466 belonging to M/s Varanval Comm, Deoria OA on 20/10/2022, without knowledge of CNO. This was the trigger point for raising alarm about fraudulent transactions. Seeing this Agent adjustment report From 1/7/2022 to 27/10/2022 was also downloaded.

On Analysis of this report from 1/7/2022 to 27/10/2022, unauthorized agent adjustment as per detail given in **Annexure-II** was observed.

Immediately after finding the discrepancy Mr Rajesh of M/s Pyro was contacted on 27/10/2022 at phone number 9888707530 by CNO Shri Arvind Chandra by his mobile 9450920411, to give details of these unauthorized transactions. M/s Pyro reverted back through email on 27/10/2022 (Mail Copy attached-Annexure-III) giving details of user ID and IP Addresses. The user IDs and IP Addresses were being analyzed by UPE Sales team, but could not get concluded. On 1st Nov 2022 the IP Addresses mentioned in mail Dt 27/10/2022 were blocked by M/s Pyro on their own without any request from UPE Circle CNO/CRO. The user ID 201002615 had been created with viewing rights to make daily sales report and the related



reconciliation work. The statement of the user ID 201002615 Sh Amar Maheshwari is attached as **Annexure-IV**

Nodal Centre Chandigarh and Corporate Office New Delhi were intimated about the unauthorized transactions on 3/11/2022 and 4/11/2022 respectively for taking preventive measure by Nodal Centre to avoid future repetition of similar transactions. BA Heads of Gorakhpur and Faizabad were requested to get deposited the fraudulent amount from erring channel partners at the earliest vide letter no UPE/S&M/General/2022 Dt 5/11/2022.

Total unauthorized credit amount in UP(E) is **Rs 23,53,813/-** is as per detail given below

1. M/s SAINI NETWORK Rs.1442256/- (Gonda),
2. M/s Cell Campus Rs.686395 & M/s SAINI NETWORK (Basti) Rs.122680/-.
3. M/s Varnaval Communication Rs.102482/- (Deoria).

In Compliance to Letter no UPE/S&M/General/2022 Dt 5/11/2022 The channel partners taken Ctop up value of **Rs 27,28,533/-** during 5th Nov 2022 to 9th Nov 2022 as per details given below-

1. M/s SAINI NETWORK Rs.17,93,700 (Gonda),
2. M/s Cell Campus Basti Rs.685826/- (Rs 2717 balance already exist in master Ctopup)
3. M/s SAINI NETWORK (Basti) Rs.1,23,448/-.
4. M/s Varnaval Communication (Deoria) Rs.125559/-

The amount of Rs 23,53,813 has been adjusted against the fraudulent transaction on 18/11/2022 (**Annexure-V**). from CTop values taken during 5th Nov 2022 to 9th Nov 2022.

M/s Pyro in its mail Dt 9/11/2022 intimated a second user ID no 200302492 involved in unauthorized stock movement and intimating, it belongs to Raebareli OA.

A letter UPE/Sales/S&M/General/2022/4 Dt 11/11/2022 was sent to Nodal Centre refuting the claim of 2nd ID not belonging to UPE after checking from our own record. On checking HRMS number 200302492 on ERP server it was found that this ID no 200302492 pertains to Assam circle in the name of Swapn Kumar Sarkar (RM). It appears that this user has been created with the mala fide intention from somewhere else or from Pyro's end for doing unauthorized transaction.

In reply to our Letter no UPE/Sales/S&M/General/2022/4 Dt 11/11/2022 M/s Pyro intimated in its mail Dt 15/11/2022 that this ID 200302492 belongs to Mr Ajeet, SDE Sales of Raebareli OA. After checking from our own record it is observed that the ID of Raebareli OA is 200302491 & the same was intimated to M/s Pyro on 16/11/2022 through mail. The reply of M/s Pyro is awaited. Nodal Centre has been requested to give details about user ID 200302492, under whose approval this ID was created vide letter no UPE/S&M/General/2022 /8 Dt 25/11/2022 by M/s Pyro.

M/s Pyro in letter no PYRO/HPL/BSNL/NZ-UPE/22-23/11-02 Dt 9/11/2022 addressed to AGM(IN) Mohali (Copy enclosed-Annexure-VI) giving details about all debit and credit transactions done through user ID 201002615 and 200302492. This letter was forwarded on 16/11/2022 by



DGM(Finance) UP(East) Circle to Shri Amar Maheshwari CRO. In this letter it is observed that 42 Debit Credit transactions done through user ID 201002615 and 7 Debit ,credit transactions done through user ID 200302492. 16 Debit and 5 Credit transactions were done outside UP East Circle in Haryana,Punjab,UP West and Uttranchal Circle while 21 Credits and 7 Debits were done in UP East.

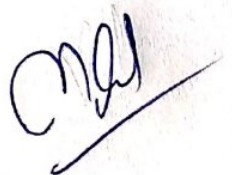
GM(Nodal Centre) Chandigarh has been requested to give details of order under which the privileges for inter Circle transactions were allowed vide letter no No. UPE/S&M/General/2022/9 Dt 26/11/2022 (Copy Attached Annexure-VII)

The user id 201002615 pertains to CRO Shri Amar Maheshwari, is shown in the agent adjustments report submitted by M/s Pyro in its report Dt 9/11/2022 but as per the corporate office order 2-3/2013 /RM-CM/BSNL /Part-II Dt 22/6/2018 CRO is only responsible for getting report from CNO and NRO for the CTOP reconciliation. Hence this user id has never been used for the agent adjustment(Statement of Sh Amar Maheshwari Annexure-I may be seen).Also as per delegation of activities ,user was never required to do so. In order to further corroborate this point Nodal Centre was requested to give details about the log of the user id & the rights given to the user in the letter dated 11/11/2022 to ascertain that a CRO is given agent adjustment right under whose approval .The user was to be created with viewing rights only as CRO login in the circle. The user id: 201002615 has been used at three different IP locations at GPO Lucknow,Basti BA and Laplace building Lucknow,. This situation is suspicious since the user was available in person at Lucknow office and never visited Basti or GPO on the transactions date, neither he shared the password(As per Statement of CRO-Annexure-I) .Also since user was with CRO role only the question of transactions does not arise .Thus it seems to be system breach or hacking by somebody else. The detail of the MAC id in order to identify the physical address has also been requested in the letter to Nodal Centre, Chandigarh but M/s Pyro in its reply Dt 15/11/2022 stated that MAC ID is not captured in ctop up server .In the absence of MAC ID exact location of fraud cannot be ascertained at our end.

Meanwhile, Shri Rakesh Kumar Saini, Owner of M/s Saini Network and Cell Campus were called at Lucknow for giving his side of details on 10/11/2022. Mr Rakesh Kumar Saini did not give anything in the writing and also failed to turnup next day for further enquiry.He said that this money was transferred from unknown source to his CTOP Number involved. Similarly, Sh.Avanish Barnval who was called to Lucknow on 15/11/2022 for giving his statement, stated that he has received the amount from unknown source in his sub agent ctop up number.He said he has already deposited the money and same may be adjusted against unauthorized transactions on his part.BA Heads of Gorakhpur and Faizabad have been requested to take written statement for the fraudulent transaction vide letter no UPE/S&M/Gen/2022/7 Dt 22/11/2022(Annexure-VIII)

For CtopUp Reconciliation:

The CTOP up reconciliation from April-2020 to Mar-2022 has not been received from Pyro's /NRO end to UP East Circle. M/s Pyro has been requested to send all the previous reconciliation statement through email on 15/11/2022 The reconciliation report for April 22 received on 4th October 2022, and reconciliation report for May 22 and June 22 received on 10th October from M/s Pyro. Reconciliation report for July 22 was received on 11th Oct and Aug 22 report received on 27/10/2022. All



these reports were received through email from M/s Pyro. Primary Sale reconciliation was always done by CRO on monthly basis with utmost care without noting any discrepancies.

The agent adjustment report down loaded by the CNO Shri Arvind Chandra for the period 1/7/2022 to 27/10/2022 has 28 Debit Credit entries without the knowledge of CNO. Month wise agent adjustment details for UP(E) are as under

1. July :2 Transactions
2. Aug:19 Transactions
3. Sep:6 Transactions
4. Oct:1 Transactions

Total 28 Transactions

In the reconciliation report of July (Annexure-IX) only One transactions of Rs 51000/- Dt 29/7/22 was reported while no reference is available for second transaction of Rs 122679/- Dt 19/7/2022. Thus M/s Pyro reconciliation report for July report failed to correctly report all transaction .

Similarly the August reconciliation report (Annexure-X) does not mentioned any agent adjustment transactions, where as in Aug 19 unauthorized transaction in UP(E) were reported in PYRO GUI report downloaded by CNO Sh Arvind Chandra on 27/11/2022. Here also M/s Pyro reconciliation report for Aug 22 failed to reflect correct reconciliation report.

CTOP up reconciliation reports received from M/s Pyro for July and August 2022 does not capture the correct picture of inter circle agent adjustments which was visible only in the statement submitted by M/s Pyro letter Dt 9/11/2022 .

CRO was supposed to receive monthly reconciliation report for preceding month in the next month, which was never received in a timely manner.

Had these corrected reports been received from M/s Pyro or NRO in the month of Aug-22 (for Jul-22) with correct details of inter circle transactions details , this unauthorized transaction could have been detected in the month of August itself.

M/s Pyro has been requested to share Sept-22 & Oct-22 reconciliation on phone. The report is yet to be received.

Reason for delayed reporting of Suspicious Amounts credited in UP(East)

UP(East) Circle is not having any access for seeing the stock movement done in other Circles.

Huge amount of stock moved through unauthorized means from UP(West), Punjab, Haryana & Uttranchal Circle to UP(E) CTOP up Numbers . The details of some of the high value transactions of these Circles are as under

- A. In Haryana Circle Rs 122679.85 debited from CTOP of Ambala OA on 19/7/2022 to UP(E) CTOP Number. **Ist unauthorised transaction.**



- B. In Punjab Circle Rs 52482 debited from CTOP of Sangrur OA on 24/9/2022 to UP(E) CTOP Number
- C. In Uttranchal Circle Rs 125469.21 debited from CTOP of Nainital OA on 7/8/2022 to UP(E) CTOP Number
- D. In UP(W) Circle Rs 186000 debited from CTOP of Budaun OA on 7/8/2022 to UP(E) CTOP Number

This type of unauthorized transaction can be brought to notice by either of the following

- The affected CTOP Number through which money is siphoned off reports to Sales team/concerned officer in the OA for the mishap.
- The respective CRO/CNO of the concerned Circle reports either to Nodal Centre or UPE
- NRO of Nodal/Pyro by sending correct reconciliation report

None of the above concerned officer/person escalated the matter at any level till, the matter was escalated by UP (E) team to Nodal Centre and Corporate Office .Event after issuance of corporate office letter no BSNLCO-FICM/16 (11)/1/2022-FIN CM Dt 7/11/2022 none of the affected circle CNO/CRO or Nodal Centre NRO reported about unauthorized transactions of CTOP amounts siphoned off from respective Circle CTOP Numbers to UP(E) Ctop Numbers .Similarly it was expected in the security of Pyro software to reject any transactions which was not in the assigned domain (In this case UPE Circle) of the user .The debit and credit amount of UP(E) should also be rejected by Pyro software security as CRO is not supposed to do agent adjustment. It failed to prevent in both cases .Only CNO is allowed to do agent adjustment as given in the details of Para-III of this report on page-1. After the intervention of corporate office M/s Pyro reported all Debit and Credit Transaction through its letter PYRO/HPL/BSNL/NZ-UPE/22-23/11-02 Dt 9/11/2022.Thus UP(E) Circle users had never a chance for detection of such transaction on their own with the available routine reports.

Place of incident of the above unauthorized transactions was at other Circle,UP(E) has only reciprocated with the corrective measure and ensured recovery in the interest of BSNL and avoided any Cash loss in this incidence.

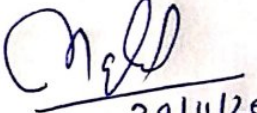
Action taken by UP East team to avoid any repetition of such recurrence & recoupment of the undue credit adjustments:

1. Money involved has been recovered and cash loss to BSNL has been saved due to exceptional efforts of CRO Shri Amar Maheshwari and CNO Shri Arvind Chandra .Total money got deposited within Five days from 5/11/2022 to 9/11/2022.
2. Action against the identified channel partners was taken by blocking the tree of the involved channel partners worth Rs 5 lacs.



3. The BA Heads of Faizabad and Gorakhpur have been requested to put M/s Saini Network, M/s Cell Campus and M/s Varnaval Communication under suspension and make arrangement for look after as per S&D Policy.
4. As per Corporate Office Letter no. BSNLCO-FICM/16(11)/1/2022-FIN CM Dt 24/11/2022 Shri Arvind Chandra CNO and Shri Amar Maheshwari AO(Sales)/CRO has been placed under suspension. **(Copy of suspension letter attached Annexure-XI and XII)**
5. Through Nodal Centre Chandigarh M/s Pyro has been requested to give details of all functional GUI agent adjustment report from 1/1/2021 to October 2022 , in order to ensure that no other GUI is involved in unauthorized transactions.
6. Case has been handed over to GM(Vigilance) UP(East) for detailed investigation **(Annexure-XIII)**.

Annexure (I to 13) as above


M Z Iqbal 29/11/2022

PGM(S&M)

Lucknow


Agent adjustment report Apr'22 to Jun'22 (downloaded from Pyro GUI on 01.07.2022) Annexure-1

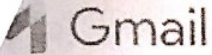
S.No.	TrasactionID	Agent MSISDN	AgentID	Adjustment Type	Adjustment Amount	Balance Before	Balance After	Circle	SSA	User	Date Time
1	49684	8765044165	1383168	Debit	27	27	0	UPEast	GONDA	199800988	6/24/2022
2	49444	7376367102	1395948	Debit	156.79	156.79	0	UPEast	UNNAO	199800988	6/15/2022
3	49424	8765018706	1344021	Debit	26.51	26.51	0	UPEast	SULTANPUR	199800988	6/15/2022
4	48904	9454870463	1099455	Debit	10.56	10.56	0	UPEast	LUCKNOW	199800988	5/18/2022
5	48864	8765332551	846331	Debit	1.35	1.35	0	UPEast	ALLAHABAD	199800988	5/18/2022
6	48784	8765018073	1400274	Debit	5	5	0	UPEast	BANDA	199800988	5/11/2022
7	48184	9454970879	1286105	Debit	58.15	58.15	0	UPEast	GORAKHPUR	199800988	4/13/2022
8	48126	8765336411	870818	Debit	3045	3045	0	UPEast	FAIZABAD	199800988	4/11/2022
9	48125	8765335783	900827	Debit	10.24	10.24	0	UPEast	FAIZABAD	199800988	4/11/2022
10	48124	8765332894	856846	Debit	4.58	4.58	0	UPEast	LAKHIMPUR	null	4/11/2022
11	48044	8887257466	1507608	Debit	5.83	5.83	0	UPEast	KANPUR	199800988	4/7/2022
12	47984	7376204351	594289	Debit	39.7	39.7	0	UPEast	PRATAPGADH	199800988	4/6/2022
13	47906	9125249736	1547786	Debit	3	3.03	0.03	UPEast	MIRZAPUR	199800988	4/4/2022
14	47905	7376202138	980963	Debit	3	3	0	UPEast	VARANASI	199800988	4/4/2022
15	47904	8765699866	895583	Debit	2.78	2.78	0	UPEast	JAINPUR	199800988	4/4/2022

(Arvind Chaudhary)

S.No.	Transactio nID	Agent MSISDN	AgentID	Adjustment Type	Adjustment Amount	Balance Before	Balance After	SSA	User	Date Time	Remarks
1	52597	8765468466	1434356	Credit	50000	0	50000	DEORIA	201002615	10/20/2022	Suspicious transaction
2	51985	8765468466	1434356	Credit	52482	0	52482	DEORIA	201002615	9/24/2022	Suspicious transaction
3	51166	7376025948	1547243	Credit	500000	501043.7	1001044	GONDA	201002615	8/23/2022	Suspicious transaction
4	51165	7376056027	1341658	Debit	500000	500000	0	GAZIPUR	201002615	8/23/2022	Suspicious transaction
5	51164	7376056027	1341658	Credit	500000	0	500000	GAZIPUR	201002615	8/23/2022	Suspicious transaction
6	51149	7376056027	1341658	Debit	500000	500000	0	GAZIPUR	201002615	8/23/2022	Suspicious transaction
7	51148	7376025948	1547243	Credit	501000	43.73	501043.7	GONDA	201002615	8/23/2022	Suspicious transaction
8	51147	7376077251	1341661	Debit	501000	501000	0	GAZIPUR	201002615	8/23/2022	Suspicious transaction
9	51033	9415747783	1568775	Credit	13326.18	93289.75	106615.9	GONDA	201002615	8/17/2022	Suspicious transaction
10	51032	9450633513	510075	Debit	13326.18	13326.18	0	JHANSI	201002615	8/17/2022	Suspicious transaction
11	51031	9415747783	1568775	Credit	15621.97	77667.78	93289.75	GONDA	201002615	8/17/2022	Suspicious transaction
12	51030	8765391538	1023172	Debit	15621.97	15621.97	0	JHANSI	201002615	8/17/2022	Suspicious transaction
13	51029	9415747783	1568775	Credit	26133.78	51534	77667.78	GONDA	201002615	8/17/2022	Suspicious transaction
14	51027	9415747783	1568775	Credit	23534	28000	51534	GONDA	201002615	8/17/2022	Suspicious transaction
15	51025	9415747783	1568775	Credit	28000	0	28000	GONDA	201002615	8/17/2022	Suspicious transaction
16	50793	9415363617	1345809	Credit	72148.4	508246.2	580394.6	BASTI	201002615	8/7/2022	Suspicious transaction
17	50791	9415363617	1345809	Credit	51325.9	456920.3	508246.2	BASTI	201002615	8/7/2022	Suspicious transaction
18	50789	9415363617	1345809	Credit	125469.21	331451	456920.3	BASTI	201002615	8/7/2022	Suspicious transaction
19	50787	9415363617	1345809	Credit	145450.62	186000.4	331451	BASTI	201002615	8/7/2022	Suspicious transaction
20	50785	9415363617	1345809	Credit	186000	0.42	186000.4	BASTI	201002615	8/7/2022	Suspicious transaction
21	50485	8887202060	1478890	Credit	51000	2.32	51002.32	BASTI	201002615	7/29/2022	Suspicious transaction
22	50245	9453444022	1256777	Credit	122679.85	21.42	122701.3	BASTI	201002615	7/19/2022	Suspicious transaction
23	51849	7376025948	1547243	Credit	334639.69	243.27	334883	GONDA	200302492	9/20/2022	Suspicious transaction
24	51847	7376025948	1547243	Debit	334639.69	669522.7	334883	GONDA	200302492	9/20/2022	Suspicious transaction
25	51848	7376025948	1547243	Debit	334639.69	243.27	334883	GONDA	200302492	9/20/2022	Suspicious transaction
26	51846	7376025948	1547243	Credit	334639.69	243.27	334883	GONDA	200302492	9/20/2022	Suspicious transaction
27	51845	7376025948	1547243	Credit	334639.69	243.27	334883	GONDA	200302492	9/20/2022	Suspicious transaction
28	50795	9415363617	1345809	Credit	55000.47	580394.6	635395	BASTI	200302492	8/7/2022	Suspicious transaction
29	52606	7376073763	1323843	Debit	2.65	2.65	0	ORAI	199800988	10/22/2022	
30	52605	7376073889	1321111	Debit	94.33	94.33	0	SHAHJAHANPUR	199800988	10/22/2022	
31	52604	7376073925	1320653	Debit	10.09	10.09	0	SHAHJAHANPUR	199800988	10/22/2022	
32	52603	7376076986	1323966	Debit	133	133	0	FAIZABAD	199800988	10/22/2022	

33	52602	7376030570	1001460	Debit	16.59	16.59	0	SULTANPUR	199800988	10/22/2022	
34	52592	7839503221	1155447	Debit	2	2	0	DEORIA	199800988	10/19/2022	
35	52444	7376066289	1136656	Credit	108	4634	4742	MIRZAPUR	199800988	10/12/2022	
36	52305	7376025916	1538850	Debit	10.56	10.65	0.09	FATEHPUR	199800988	10/3/2022	
37	52304	7376025713	1540927	Debit	83	83	0	FATEHPUR	199800988	10/3/2022	
38	52264	7376271200	604388	Debit	1.28	1.28	0	SHAHJAHANPUR	199800988	10/3/2022	
39	52184	7376023643	1005467	Debit	6	6	0	SULTANPUR	199800988	9/29/2022	
40	52165	7376023682	1566263	Debit	1	1	0	UNNAO	199800988	9/28/2022	
41	52164	7376023731	1563154	Debit	16.85	16.85	0	DEORIA	199800988	9/28/2022	
42	51685	8765572806	851523	Debit	24.52	24.52	0	KANPUR	199800988	9/12/2022	
43	51584	9454982105	104952	Debit	114	114	0	MAU	199800988	9/7/2022	
44	51484	9532618805	929304	Debit	277.9	277.9	0	ALLAHABAD	199800988	9/5/2022	
45	51204	8765066590	1375029	Credit	885	8304	9189	AZAMGADH	199800988	8/24/2022	
46	50964	8765040310	1385367	Debit	18	18	0	KANPUR	199800988	8/16/2022	
47	50925	7376917983	646552	Debit	14	14	0	BANDA	199800988	8/16/2022	
48	50504	8765064643	1378925	Debit	1	1	0	RAEBARELI	199800988	7/29/2022	
49	50284	8765018815	1335900	Debit	1.78	1.78	0	DEORIA	199800988	7/21/2022	
50	50224	9532557381	1201815	Debit	12.33	12.33	0	MIRZAPUR	199800988	7/18/2022	


 25/11
 (Arvind Chandra)



Arvind Chandra <sdesalesinv4@gmail.com>

Regarding adjustment

2 messages

rajeshsankhyan <rajesh.sankhyan@pyrogroup.com>
To: Arvind Chandra <sdesalesinv4@gmail.com>

Thu, Oct 27, 2022 at 9:45 AM

Dear Sir,

As discussed please find the below details regarding the user and IP details of GUI user who have done the adjustments in the month of Aug-22.

Login User ID : 201002615

IP : 10.114.97.235, 10.108.3.140, 10.108.2.198

Regards

Rajesh Kumar

Mob:+91-9888707530

www.pyrogroup.com

This e-mail and any files transmitted with it are for the sole use of the intended recipient(s) and may contain confidential and privileged information. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies and the original message. Any unauthorized review, use, disclosure, dissemination, forwarding, printing or copying of this email or any action taken in reliance on this e-mail is strictly prohibited and may be unlawful.

rajeshsankhyan <rajesh.sankhyan@pyrogroup.com>
To: Arvind Chandra <sdesalesinv4@gmail.com>

Tue, Nov 1, 2022 at 2:10 PM

Sir,

As discussed, we are going to block the trailing mail IPs along with shared users as given in trailing mail from our side.

Regards

Rajesh Kumar

Mob:+91-9888707530

www.pyrogroup.com

From: rajeshsankhyan
Sent: Thursday, October 27, 2022 9:45 AM
To: Arvind Chandra <sdesalesinv4@gmail.com>
Subject: Regarding adjustment

[Quoted text hidden]

...thread-f%3A1747812739877905669&siml=msg-f%3A17478127398... 1/1

Statement on the misuse of Pyro User id

1. I, Amar Maheshwari, is working as AO (Sales), UPE since 30th June, 2018 and worked as JAO from January 2012 to 29th June, 2012. My user id 201002615 was created for making daily sales report with viewing rights only. I had never been requested to provide the agent adjustment privilege in best of my knowledge. I have never shared my password for Pyro User to anybody else.
2. The user id: 201002615 has been used at three different IPs (10.108.2.198, 10.114.97.235, 10.108.3.140) where as the user has never shared his password to anybody else. This indicates to the system breach or user id being hacked by somebody else. The MAC id in order to identify the physical address of the computer has been asked from Nodal Center & but Pyro in its reply dated 15.11.2022 stated that Ctop up system does not capture the Mac Id.
3. Agent adjustment sub- menu was never visible in my login.
4. I have never done any inter-circle agent adjustment as well as agent adjustment pertaining to UP East circle from my user id. It was not there in my role of CRO since CNO is having agent adjustment rights in UP East.




(Amar Maheshwari)

AO (Sales), UPE

Details of amount adjustment from involved Ctop Numbers

Annexure-V

S.No.	TrasactionID	Agent MSISDN	AgentID	Adjustment Type	Adjustment Amount	Balance Before	Balance After	Circle	SSA	User	Date Time
1	52749	7376025948	1547243	Debit	1442256	2113298	671042	UPEast	GONDA	199800988	11/18/2022
2	52748	9452696977	1232111	Debit	102482	134100	31618.2	UPEast	DEORIA	199800988	11/18/2022
3	52747	9453444022	1256777	Debit	122680	124608	1928.44	UPEast	BASTI	199800988	11/18/2022
4	52746	8887202060	1478890	Debit	686395	688579	2183.57	UPEast	BASTI	199800988	11/18/2022
Total Amount					2353813						


25/11
 (Arvind Chandra)



Scanned with OKEN Scanner



Scanned with OKEN Scanner

(Annexure - VI)

PYRO
Leading Change

Dated: 9th November 2022

To
AGM (IN),
O/o PGM (CMTS)
North Nodal Center,
Telephone Exchange, Phase-IV,
Punjab (Mohali)-160059.

Letter No. PYRO/PHPL/BSNL/NZ/22-23/11-02

Subject: Regarding feedback relating to Letter No.PBCO-20/16(49)/3/2021-NZNC-CHD/I/335478/2022 dated 07-11-2022.

Sir,

With reference to cited subject above and in continuation to letter no: **UPE/S&M/General/2022 dated 03.11.22 of UP-East and Letter No: PBCO-20/16(49)/3/2021-NZNC-CHD/I/335478/2022 dated 07-11-2022.** Below are our observations on the shared escalation.

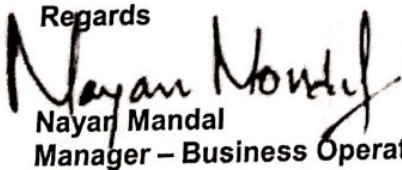
1. As checked and found both the shared user-id (i.e.201002615 & 200302492), are of UP East. Please refer **Annexure-I** for user-id details.
2. Followings are the IP's, that are captured **10.108.2.198; 10.108.3.140 and 10.114.97.235** (please refer **Annexure-I** for details.) through which multiple logins has been done from the shared user-ids and activity has been carried.
3. All the activity carried by user-id (i.e.201002615 & 200302492), are within BSNL ecosystem. (i.e. BSNL Intranet) and multiple adjustment has been carried (Credit & Debit). Please refer **Annexure-I** for transaction details.

We would like to mention that this is happening within the ecosystem of BSNL as these are intranet IPs of BSNL as Ctopup GUI has no access to public. In case if you wish to go ahead with further enquiries, we assure you of our support with facts as available with us.

Thanking you and looking forward for your kind consideration.

For Pyro Holdings Pvt Ltd.

Regards


Nayan Mandal
Manager – Business Operations



Enclosures:

Annexure-I: Captured IP details & transaction Logs for user-id

Pyro Holdings Pvt. Ltd.

NAC Campus, Display Building, 2nd Floor, North West Block, Kondapur, Hyderabad, India - 500034
Ph: +91 40 23555068, Fax: +91 40 23541058, www.pyrogroup.com

USER-ID Details for 201002615 & 200302492:

Sl.No	Name	Address	Contact Details	HRMS No./Login Id
1	Amar Maheshwari	Upeast	9451344400	201002615
2	Ajeet	Raibrely	9450696989	200302492

IP details for User Id: 201002615:-

Login RemoteIP ##### : 10.108.2.198 ##### Login UserID ##### : 201002615 on date : 20 Aug 2022 10:52:36
Login RemoteIP ##### : 10.114.97.235 ##### Login UserID ##### : 201002615 on date : 21 Aug 2022 16:35:13
Login RemoteIP ##### : 10.108.2.198 ##### Login UserID ##### : 201002615 on date : 22 Aug 2022 11:15:29
Login RemoteIP ##### : 10.108.3.140 ##### Login UserID ##### : 201002615 on date : 22 Aug 2022 11:22:16
Login RemoteIP ##### : 10.108.2.198 ##### Login UserID ##### : 201002615 on date : 22 Aug 2022 17:23:03
Login RemoteIP ##### : 10.108.2.198 ##### Login UserID ##### : 201002615 on date : 23 Aug 2022 10:51:56
Login RemoteIP ##### : 10.114.97.235 ##### Login UserID ##### : 201002615 on date : 23 Aug 2022 15:36:07
Login RemoteIP ##### : 10.114.97.235 ##### Login UserID ##### : 201002615 on date : 23 Aug 2022 16:08:34
Login RemoteIP ##### : 10.114.97.235 ##### Login UserID ##### : 201002615 on date : 23 Aug 2022 16:37:44
Login RemoteIP ##### : 10.114.97.235 ##### Login UserID ##### : 201002615 on date : 23 Aug 2022 16:43:57
Login RemoteIP ##### : 10.114.97.235 ##### Login UserID ##### : 201002615 on date : 23 Aug 2022 17:04:04
Login RemoteIP ##### : 10.114.97.235 ##### Login UserID ##### : 201002615 on date : 23 Aug 2022 17:09:46
Login RemoteIP ##### : 10.114.97.235 ##### Login UserID ##### : 201002615 on date : 23 Aug 2022 17:12:01
Login RemoteIP ##### : 10.114.97.235 ##### Login UserID ##### : 201002615 on date : 23 Aug 2022 17:17:30
Login RemoteIP ##### : 10.114.97.235 ##### Login UserID ##### : 200301022 on date : 23 Aug 2022 17:23:17
Login RemoteIP ##### : 10.114.97.235 ##### Login UserID ##### : 201002615 on date : 23 Aug 2022 17:36:15
Login RemoteIP ##### : 10.108.2.198 ##### Login UserID ##### : 201002615 on date : 23 Aug 2022 17:55:13
Login RemoteIP ##### : 10.108.2.198 ##### Login UserID ##### : 201002615 on date : 23 Aug 2022 18:05:42

IP details for User Id: 200302492:-

Login RemoteIP ##### : 10.114.97.235 ##### Login UserID ##### : 200302492 on date : 24 Oct 2022 14:30:00
Login RemoteIP ##### : 10.114.97.235 ##### Login UserID ##### : 200302492 on date : 20 Oct 2022 16:58:41
Login RemoteIP ##### : 10.114.97.235 ##### Login UserID ##### : 200302492 on date : 20 Oct 2022 15:26:26
Login RemoteIP ##### : 10.114.97.235 ##### Login UserID ##### : 200302492 on date : 20 Oct 2022 15:25:51
Login RemoteIP ##### : 10.114.97.235 ##### Login UserID ##### : 200302492 on date : 18 Oct 2022 15:11:42
Login RemoteIP ##### : 10.114.97.235 ##### Login UserID ##### : 200302492 on date : 12 Oct 2022 18:29:06
Login RemoteIP ##### : 10.114.97.235 ##### Login UserID ##### : 200302492 on date : 12 Oct 2022 18:29:06
Login RemoteIP ##### : 10.114.97.235 ##### Login UserID ##### : 200302492 on date : 12 Oct 2022 18:29:25

Pyro Holdings Pvt. Ltd.

NAC Campus, Display Building, 2nd Floor, North West Block, Kondapur, Hyderabad, India - 500034
Ph: +91 40 23555068, Fax: +91 40 23541058, www.pyrogroup.com

Transaction details for User Id: 201002615:-

Date Time	User	Circle	SSA	TransactionID	Agent MSISON	AgentID	Adjustment Type	Adjustment Amount	Balance Before	Balance After	Remarks
10/20/22 5:02 PM	201002615	UPEast	DEORIA	52597	8765468466	1434356	Credit	50000	0	50000	reversal this amount Dealer and credit fr
10/20/22 5:01 PM	201002615	Punjab	SANGRUR	52596	9464404847	285610	Debit	50000	50000	0	reversal this amount and credit fr
10/20/22 3:48 PM	201002615	Haryana	HISAR	52595	9466875300	237653	Credit	77798.13	17.43	77815.56	as per mail dt 20.10.2022
10/20/22 3:43 PM	201002615	Haryana	AMBALA	52594	9468202255	506523	Debit	77798.13	77798.13	0	as per mail dt 20.10.2022
10/18/22 3:34 PM	201002615	Punjab	SANGRUR	52589	9464404845	285609	Debit	128970	128970	0	9464404845 Balance Debited from Dealer ID Credited to Franchisee
10/18/22 3:33 PM	201002615	Punjab	SANGRUR	52588	9464404845	285609	Credit	128970	0	128970	9464404845 Balance Debited from Dealer ID Credited to Franchisee
10/18/22 3:33 PM	201002615	Punjab	SANGRUR	52587	9464404845	285609	Credit	128970	-128970	0	9464404845 Balance Debited from Dealer ID Credited to Franchisee
10/18/22 3:33 PM	201002615	Haryana	HISAR	52586	9466875300	237653	Credit	128970	0.43	128970.43	9464404845 Balance Debited from Dealer ID Credited to Franchisee
10/18/22 3:31 PM	201002615	Punjab	SANGRUR	52585	9464404845	285609	Debit	128970	128970	0	9464404845 Balance Debited from Dealer ID Credited to Franchisee
10/18/22 3:31 PM	201002615	Punjab	SANGRUR	52584	9464404845	285609	Debit	128970	128970	0	9464404845 Balance Debited from Dealer ID Credited to Franchisee
9/24/22 3:11 PM	201002615	UPEast	DEORIA	51985	8765468466	1434356	Credit	52482	0	52482	as per mail dt 21.09.2022
9/24/22 15:09	201002615	Punjab	SANGRUR	51984	9465380821	619076	Debit	52482	52482	0	
8/23/22 4:54 PM	201002615	UPEast	GONDA	51166	7376025948	1547243	Credit	500000	501043.73	1001043.73	debited from this 7376025948 and credited to franchisee
8/23/22 4:53 PM	201002615	UPEast	GAZIPUR	51165	7376056027	1341658	Debit	500000	500000	0	debited from this 7376056027 and credited to franchisee
8/23/22 4:53 PM	201002615	UPEast	GAZIPUR	51164	7376056027	1341658	Credit	500000	0	500000	debited from this 7376056027 and credited to franchisee
8/23/22 4:13 PM	201002615	UPEast	GAZIPUR	51149	7376056027	1341658	Debit	500000	500000	0	debited from this 7376056027 and credited to franchisee
8/23/22 4:11 PM	201002615	UPEast	GONDA	51148	7376025948	1547243	Credit	501000	43.73	501043.73	debited from this 7376025948 and credited to franchisee
8/23/22 4:10 PM	201002615	UPEast	GAZIPUR	51147	7376077251	1341661	Debit	501000	501000	0	debited from this 7376077251 and credited to franchisee
8/17/22 3:05 PM	201002615	UPEast	GONDA	51035	9415747783	1568775	Credit	13326.18	93289.75	106615.93	debited from this 9450633513 and credited to franchisee
8/17/22 3:05 PM	201002615	UPEast	JHANSI	51032	9450633513	510075	Debit	13326.18	13326.18	0	debited from this 8765391538 and credited to franchisee
8/17/22 3:04 PM	201002615	UPEast	GONDA	51031	9415747783	1568775	Credit	15621.97	77667.78	93289.75	debited from this 8765391538 and credited to franchisee
8/17/22 3:03 PM	201002615	UPEast	JHANSI	51030	8765391538	1023172	Debit	15621.97	15621.97	0	debited from this 9456586785 and credited to franchisee
8/17/22 3:02 PM	201002615	UPEast	GONDA	51029	9415747783	1568775	Credit	26133.78	51534	77667.78	debited from this 9456586785 and credited to franchisee
8/17/22 3:02 PM	201002615	Uttaranchal	NEW TEHRI	51028	9456586785	46938	Debit	26133.78	26133.78	0	debited from this 9456586785 and credited to franchisee

Date Time	User	Circle	SSA	TransactionID	Agent MSISON	AgentID	Adjustment Type	Adjustment Amount	Balance Before	Balance After	Remarks
8/17/22 3:01 PM	201002615	UPEast	GONDA	51027	9415747783	1568775	Credit	23534	28000	51534	debited from this 9411799311 and credited to franchisee
8/17/22 3:00 PM	201002615	Uttaranchal	SRINAGER GWL	51026	9411799311	48997	Debit	23534	23534	0	debited from this 9411799311 and credited to franchisee
8/17/22 2:59 PM	201002615	UPEast	GONDA	51025	9415747783	1568775	Credit	28000	0	28000	debited from this 9411799161 and credited to franchisee
8/17/22 2:58 PM	201002615	Uttaranchal	DEHRADUN	51024	9411799161	46937	Debit	28000	28000	0	debited from this 9411799161 and credited to franchisee
8/7/22 1:47 PM	201002615	UPEast	BASTI	50793	9415363617	1345809	Credit	72148.4	508246.15	580394.55	debited from this 9478611800 and credited to franchisee
8/7/22 1:47 PM	201002615	Punjab	JALANDHAR	50792	9478611800	874894	Debit	72148.4	72148.4	0	debited from this 9478611800 and credited to franchisee
8/7/22 1:35 PM	201002615	UPEast	BASTI	50791	9415363617	1345809	Credit	51325.9	456920.25	508246.15	debited from this 9456361812 and credited to franchisee
8/7/22 1:34 PM	201002615	Uttaranchal	NAINITAL	50790	9456361812	46953	Debit	51325.9	51325.9	0	debited from this 9456361812 and credited to franchisee
8/7/22 1:31 PM	201002615	UPEast	BASTI	50789	9415363617	1345809	Credit	125469.21	331451.04	456920.25	debited from this 9456361056 and credited to franchisee
8/7/22 1:31 PM	201002615	Uttaranchal	NAINITAL	50788	9456361056	46973	Debit	125469.21	125469.21	0	debited from this 9456361056 and credited to franchisee
8/7/22 1:28 PM	201002615	UPEast	BASTI	50787	9415363617	1345809	Credit	145450.62	186000.42	331451.04	debited from this 9456361055 and credited to franchisee
8/7/22 1:28 PM	201002615	Uttaranchal	NAINITAL	50786	9456361055	46947	Debit	145450.62	145450.62	0	debited from this 9456361055 and credited to franchisee
8/7/22 1:27 PM	201002615	UPEast	BASTI	50785	9415363617	1345809	Credit	186000	0.42	186000.42	debited from this 7599119170 and credited to franchisee
8/7/22 1:26 PM	201002615	UPWest	BADAUN	50784	7599119170	1330984	Debit	186000	186000	0	debited from this 7599119170 and credited to franchisee
7/29/22 1:48 PM	201002615	UPEast	BASTI	50485	8887202060	1478890	Credit	51000	2.32	51002.32	debited from this 7599119171 and credited to franchisee
7/29/22 1:47 PM	201002615	UPWest	BADAUN	50484	7599119171	1330978	Debit	51000	51000	0	debited from this 7599119171 and credited to franchisee
7/19/22 3:36 PM	201002615	UPEast	BASTI	50245	9453444022	1256777	Credit	122679.85	21.42	122701.27	debited from this 5678912345 and credited to franchisee
7/19/22 3:35 PM	201002615	Haryana	AMBALA	50244	5678912345	104	Debit	122679.85	122679.85	0	debited from this 5678912345 and credited to franchisee

Transaction details for User Id: 200302492:-

Date Time	User	Circle	SSA	TransactionID	Agent MSISON	AgentID	Adjustment Type	Adjustment Amount	Balance Before	Balance After	Remarks
9/20/22 3:27 PM	200302492	UPEast	GONDA	51849	7376025948	1547243	Credit	334639.69	243.27	334882.96	debited from this 9411799495 and credited to franchisee
9/20/22 3:25 PM	200302492	UPEast	GONDA	51848	7376025948	1547243	Debit	334639.69	669522.65	334882.96	debited from this and credited to franchisee
9/20/22 3:25 PM	200302492	UPEast	GONDA	51847	7376025948	1547243	Debit	334639.69	669522.65	334882.96	debited from this and credited to franchisee
9/20/22 3:09 PM	200302492	UPEast	GONDA	51846	7376025948	1547243	Credit	334639.69	243.27	334882.96	debited from this 9411799495 and credited to franchisee
9/20/22 3:09 PM	200302492	UPEast	GONDA	51845	7376025948	1547243	Credit	334639.69	243.27	334882.96	debited from this 9411799495 and credited to franchisee
9/20/22 3:09 PM	200302492	Uttaranchal	SRINAGER GWL	51844	9411799495	46911	Debit	334639.69	334639.69	0	debited from this 9411799495 and credited to franchisee
8/7/22 1:52 PM	200302492	UPEast	BASTI	50795	9415363617	1345809	Credit	55000.47	580394.55	635395.02	debited from this 9457652034 and credited to franchisee

Pyro Holdings Pvt. Ltd.

NAC Campus, Display Building, 2nd Floor, North West Block, Kondapur, Hyderabad, India - 500034
Ph: +91 40 23555068, Fax: +91 40 23541058, www.pyrogroup.com

O/o Principal General Manager (S&M),
UP(E) Telecom Circle,
5th Floor, Door Sanchar Sadan, Laplace,
Hazratganj, Lucknow-226001
No. UPE/S&M/General/2022/9



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)
Dated 26.11.2022

To,
The PGM (Nodal Centre).
Chandigarh.

Sub: -Fraudulent transactions observed in UP(East)

Ref(1)Mr Nayan Mandal of M/s Pyro Letter no PYRO/PHPL/BSNL/NZ-UPE/22-23/11-01 Dt
17/11/2022 addressed to PGM(S&M) UPE(Copy enclosed).

(2) Mr Nayan Mandal of M/s Pyro Letter no PYRO/HPL/BSNL/NZ-UPE/22-23/11-02 Dt
9/11/2022 addressed to AGM(IN) Mohali (Copy enclosed)

Kindly refer to above referenced letter it is mentioned in Letter Dt 17/11/2022 from M/s Pyro that adjustment and modification privileges were given since inception of the system. There are 32 additional Pyro GUI functional in UP(East) as per list attached. You are requested to confirm after checking from record that no fraudulent adjustment has been done through these GUI by checking the data from 1/1/2021 till blocking of the privileges(Oct 2022). So that we get assured that only two IDs namely 201002615 and 200302492(Not pertaining to UPE) is involved in this fraud.

In the Letter Dt 9/11/2022 addressed to AGM(IN) Mohali it is observed that Stock Movement from Outside UP(E) Circles namely from Haryana,Panjab ,UP(W) and Uttranchal were done to UP(E) CTOP Numbers. Kindly provide the details of following

1. Under which order/clause of agreement this cross circle adjustment privileges were assigned .
2. Please comment on Eight transactions done on 20/10/2022 where Debit and Credit were done for Punjab and Haryana Circle from a UPE ID 201002615 in Ambala Sangrur and Hissar SSAs of Punjab and Haryana Circles i.e no UP(E) BA/SSA involved.
3. Whether such cross circles privileged are assigned all GUI all over India.
4. Whether any ATD/ATC report given to Nodal for cross circle adjustment
5. How this transaction report not reflected in reconciliation report of July and August as transferred from other Circle to raise necessary ATD/ATC.
6. Whether GUI User of a Circle has privilege to fetch inactive/deleted CTOP Up SIM and balance available against CTOP UP SIMS allotted to CSCs of other Circle.If such privileges are granted please provide the order/agreement copy.


26/11/2022
PGM(S&M)
UP (East) Circle

Annex:As above

Copy to:

1. GM(NWO-CM) Corporate Office
2. GM(S&M) Corporate Office Lucknow
3. M/S Pyro(Attention Nayan Mandal)

O/o Principal General Manager (S&M),
UP(E) Telecom Circle,
5th Floor, Door Sanchar Sadan, Laplace,
Hazratganj, Lucknow-226001



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

No. UPE/S&M/General/2022/7

Dated 22.11.2022

To,
The BA Heads,
FZB /GKP
UPE Circle.

Sub: -Undue credits found in the agent adjustment report of Pyro Server & action against involved Franchisees.

Ref: UPE/S&M/General/2022 dated 05.11.2022

Please refer to the captioned letter where the erring channel partners were requested to take CTOP-UP value. The details of authorized mobile number of channel partners were intimated in the letter for the recovery of the amount of undue credits to deposit amount in their CTOP-UP numbers involved.

S.No	Ctop Number	Channel Partner name	OA	Amount payable to BSNL
1	7376025948	M/s Saini Network	Gonda	1442256
2	8887202060	M/s Cell Campus	Basti	686395
3	9453444022	M/s Saini Network	Basti	122680
4	9452696977	AVANISH BARANWAL	Deoria	102482
Total				2353813

BAs/OAs are requested to record statement of the involved channel partners & initiate suitable action in accordance with Sales & Distribution Policy, 2018 & the agreement made between channel partner & OA .Please provide compliance to the letter by 25th November, 2022.

PGM(S&M) 22/11/22
UP (East) Circle

Copy to:

1. GM (F) for information please.
2. OA Heads Gonda/Basti/Deoria for necessary action please.

UPE JUL-2022 (Circle Ctop Up Reconciliation Report Recd from M/s Pyro on email dated 11.10.2022)

Annexure-IX

		OB	Credits					
	Category	Opening Balance as per Pyro Report (inclusive of taxes i.e. GST) (See Note B)	C-Topup wallet credited from ERP (See Note C)	C-Topup wallet credited from Pyro System on account of Commissions on the fly (OTFs) (Commission on the STVs, FRC Commission etc.)# (See Note D)	C-Topup credited at the end of the month (Trade Scheme, FOS, Commission on verification of CAF, MNP etc.)# (See Note E)	C-Topup credited by way of Subsidy for biometric devices# (See Note F)	Stock Move IN	Any other credit given during the month # (See Note G)
Franchisee	OCSC	589542.05	733275.32	218090.69	99751.31	0	0	0
	RD	1600361.625	3790138.38	52014.79	186062.86	0	0	0
	REG	33111709.89	125719971.5	1090647.12	6348404.8	0	0	51000
Retailers	CPOS	0	0	0	198.79	0	0	0
	DEPT	1896143.65	1860428	0	0	0	0	0
	DSA	679235.146	618030.5	250824.07	83364.42	0	0	0
	OCSC	120078.28	0	0	0	0	82880	0
	RD	3751931.99	0	975536.65	244564.34	0	4739801	0
	RED	8089.9	3097.62	8.55	735.3	0	0	0
	REG	32838520.19	0	10297644.45	2385597.85	0	132002796	0
Sub Agent	DSA	38.76	0	0	0	0	0	0
	OCSC	2	0	0	0	0	0	0
	RD	67838.2	0	3440.84	4900.76	0	43000	0
	REG	6728972.665	0	69.35	2503.28	0	51946277	0
Total		81392464.35	132724941.3	12888276.51	9356083.71	0	188814754	51000

25/11
(Arvind Chandra)

25/11
(Amar Maheshwari)

	Debits				Credit-Debits	CB (C+N)					
	Stock Move Out	Sales	Fancy Sales/SIM Swap	Any other debit given during the month # (See Note G)	Gross Details	Closing Balance as per Pyro Report (inclusive of taxes i.e. GST) (See Note I)	Closing as per CTOPUP System	Utilisation of Stock (Net of GST)=(OB+Additions-CB)*100/118	Net Adjustment of Epin from Pyro Reports	Utilisation of stock after adjustment of Epin usage, from Pyro Reports	Diff
Franchisee	82880	1168079	0	0	-199841.28	389700.77	389700.77				0
	4446844	3403	0	0	-422031.39	1178330.235	1178330.235				0
	133352870	7350	0	0	-150196.59	32961513.3	32961513.3				0
Retailers	0	0	0	0	198.79	198.79	198.79				0
	0	1728298	0	0	132130	2028273.65	2028273.65				0
	0	998821	0	0	-46602.06	632633.086	632633.086				0
	0	103434	0	0	-20554	99524.28	99524.28				0
	0	6163182	0	0	-203280.24	3548651.75	3548651.75				0
	0	3141	0	0	700.47	8790.37	8790.37				0
	0	143892653	0	6.34	793379.14	33631899.33	33631899.33				0
Sub Agent	0	0	0	0	0	38.76	38.76				0
	0	0	0	0	0	2	2				0
	57686	0	0	0	-6344.4	61493.8	61493.8				0
	52063478	310	0	0	-114938.37	6614034.295	6614034.295				0
	190003758	154068671	0	6.34	-237379.93	81155084.42	81155084.42				0

25/11
(Arvind Chandra)

25/11
(Amir Maheshwari)

UPE AUG-2022 (Circle Ctop Up Reconciliation Report Recd from M/s Pyro on email dated 27.10.2022)

Annexure-X

		OB	Credits					
	Category	Opening Balance as per Pyro Report (inclusive of taxes i.e. GST) (See Note B)	C-Topup wallet credited from ERP (See Note C)	C-Topup wallet credited from Pyro System on account of Commissions on the fly (OTFs) (Commission on the STVs, FRC Commission etc.)# (See Note D)	C-Topup credited at the end of the month (Trade Scheme, FOS, Commission on verification of CAF, MNP etc)# (See Note E)	C-Topup credited by way of Subsidy for biometric devices# (See Note F)	Stock Move IN	Any other credit given during the month # (See Note G)
Franchisee	OCSC	389700.77	392862.16	206134.45	87060.22	0	0	0
	RD	1178330.235	3728228.63	56417.03	178145.07	0	0	0
	REG	32961513.3	123835839.4	1019928.38	8829084.42	0	0	0
Retailers	CPOS	198.79	0	0	3007.32	0	0	0
	DEPT	2028273.65	1547983	0	0	0	-885	0
	DSA	632629.926	570442.11	231292.94	79764.43	0	0	0
	OCSC	99524.28	0	0	0	0	93771	0
	RD	3546624.29	0	1157186.86	225743.48	0	4327834	0
	RED	8790.37	5159.8	39.9	339.22	0	0	0
	REG	33593035.77	0	9767661.37	2525223.98	0	133738124.9	0
	DSA	38.76	0	0	0	0	0	0
Sub Agent	OCSC	2	0	0	0	0	0	0
	RD	61493.8	0	6341.68	2779.52	0	47000	0
	REG	6651465.025	0	32.29	742772.62	0	47946618.66	0
	Total	81151620.97	130080515.1	12445034.9	12673920.28	0	186152464	0

Note:

None of the 19 Agent Adjustment Txns were found in the Reconciliation Report.

(Amind Chandu)
25/11

(Aman Maheshwari)
25/11

	Debits				Credit-Debits	CB (C+N)				
	Stock Move Out	Sales	Fancy Sales/SIM Swap	Any other debit given during the month # (See Note G)	Gross Details	Closing Balance as per Pyro Report (inclusive of taxes i.e. GST) (See Note I)	Closing as per CTOPUP System	Utilisation of Stock (Net of GST)=(OB+Additions-CB)*100/118	Net Adjustment of Epin from Pyro Reports	Utilisation of stock after adjustment of Epin usage, from Pyro Reports
Franchisee	93771	603913.68	0	0	-11627.85	378072.92	378072.92			
	3994210	4646.84	0	0	-36066.11	1142264.125	1142264.125			
	133987559.7	6640	0	0	-309347.5	32652165.8	32652165.8			
Retailers	0	0	0	0	3007.32	3206.11	3206.11			
	0	1626066	0	0	-78968	1949305.65	1949305.65			
	0	844626	0	0	36873.33	669503.256	669503.256			
	0	89135	0	0	4636	104160.28	104160.28			
	0	5952276	0	0	-241511.28	3305113.01	3305113.01			
	0	6564	0	0	-1025.08	7765.29	7765.29			
	0	144663421	0	23	1367566.56	34960602.33	34960602.33			
Sub Agent	0	0	0	0	0	38.76	38.76			
	0	0	0	0	0	2	2			
	50322	0	0	0	5799.2	67293	67293			
	48893385	307	0	0	-204268.43	6447196.595	6447196.595			
	187019247.7	153797595	0	23	535068.16	81686689.13	81686689.13			

28/11
(Arvind Chandra)

28/11
(Anur Mathur)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)
O/o The CGMT UP East Circle, Lucknow.

Order

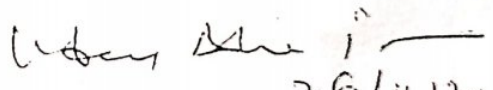
NO UPE/FINANCE/CONF./CORR./2022-23/3

Dated 26.11.2022 at Lucknow

WHEREAS a disciplinary proceeding against Shri Amar Maheshwari, Accounts Officer, Sales, UP (East) Circle (PERNER No. 1002615) is contemplated.

NOW THEREFORE the undersigned, in exercise of powers conferred by sub rule (1) (a) of Rule 30 of the BSNL (CDA) Rules 2006, hereby places the said Shri Amar Maheshwari under suspension with immediate effect.

It is further ordered that during the period that this order shall remain in force, the headquarters of Shri Amar Maheshwari, Accounts Officer, should be Lucknow and the said Shri Amar Maheshwari shall not leave the headquarter without obtaining the previous permission of the undersigned.


26/11/22
(Uday Bhan Tiwari)
GM (Finance)
UP (East) Circle

Copy to -

1. Shri Amar Maheshwari, Accounts Officer, Sales, UP (East) Circle. The orders regarding subsistence allowances admissible to him during the period of suspension will issue separately.
2. ✓ PGM(S&M) UP (East) Circle for information please.
3. GM(HR), UP (East) Circle for information please.
4. GM(VIGILANCE) UP (East) Circle, for information please.

The circumstances in which the order of suspension was made is as follows:
"Suspicious transactions found in agent adjustment report of PYRO system".

O/o GM(S&M)
UP(E) Telecom Circle,
Sales Unit, Laplace Bldg.,
Hazaratganj, Lucknow-226001



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

ORDER

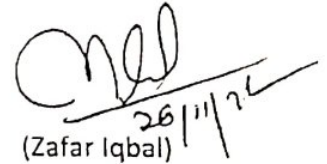
UPE/Sales/Admn-Gen/2019-20/201

Dated: 26.11.2022

WHERE AS a disciplinary proceeding against Shri Arvind Chandra (HR No. 199800988), SDE (Sales), O/o PGM (S&M) UP (East) Circle Lucknow is contemplated.

NOW, THEREFORE, the undersigned, in the exercise of powers conferred by Sub Rule (1) (a) of Rule 30 of BSNL (CDA) Rules 2006, hereby places the said Shri Arvind Chandra (HR No. 199800988), SDE (Sales), O/o PGM(S&M) UP (East) Circle Lucknow under suspension with immediate effect.

It is further ordered that during the period that this order shall remain in force, the headquarters of Shri Arvind Chandra shall be O/o PGM(S&M) UP (East) Circle Lucknow and the said Shri Arvind Chandra shall not leave the headquarters without obtaining the prior permission of the undersigned.


(Zafar Iqbal)

PGM (Sales & Mktg.)
UP (East) Circle, Lucknow

To,

1. Shri Arvind Chandra, SDE (Sales), O/o PGM(S&M) UP (East) Circle Lucknow, HRMS No. 199800988. The orders regarding subsistence allowances admissible to him during the period of suspension will issue separately.
2. GM (F), UP (East) Circle for information please.
- ✓ 3. GM (HR/Admin), UP (East) Circle for information please.
4. GM (VIGILANCE), UP (East) Circle for information please.

The circumstances under which the order of suspension was made are as follows:

"Suspicious transactions found in agent adjustment report of PYRO system".

O/o GM(S&M)
UP(E) Telecom Circle,
Sales Unit, Laplace Bldg.,
Hazaratganj, Lucknow-226001



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

Annexure - XIII


UPE/Sales/Admin-Gen./2019-20/204

Dated: 28.11.2022

✓ To,
The GM (Vig.)
UP (East) Circle
Lucknow.

**Subject: Detailed Investigation for suspected unauthorized CTOP Transaction
observed in UP (East) Circle-Reg.**

Kindly refer on the above subject, the approval of CGMT UP (East) is hereby conveyed for detailed investigation in connection with suspected unauthorized CTOP transaction reported in UP (East) Circle.


28/11/22

(M.Z. Iqbal)

PGM (S&M)

UP (East) Circle, Lucknow.

Received
M. J.
29/11/2022
Vig (Circ) A.T.T.