(16)

File No.- 18-1/2018-DGT/2-Part(3)

Government of India
Ministry of Communications
Department of Telecom
O/o DG Telecom HQ

To

All LSA Heads

Subject: Standard Operating Procedure for dealing with complaints pertaining to mobile numbers of other LSAs

S&E Vertical vide letter No. 31-10/2020-DGTHQ/3 dated 24.10.2020 issued Standard Operating Procedure for dealing with Suspected Numbers involved in Cyber Crimes shared by National Cyber Crime Reporting Portal, IB/MHA and other LEAs including State LEAs. However, the SOP does not prescribe action to be taken in case of complaints from other sources such as newspaper clippings etc.

2. In such cases, LSAs are requested to follow the below mentioned process:

i. The LSA, within whose jurisdiction the compliant is originated, shall act as Nodal LSA and
ii. Nodal LSA will share the complaint along with LSA-wise segregated list of numbers mentioned in complaint with concerned LSA(s).
iii. Recipient LSA(s) shall acknowledge its receipt and take further necessary action on the complaint and send Action Taken Report to Nodal LSA.
iv. Upon receipt of ATRs from concerned LSAs, Nodal LSA will dispose off the complaint.

This is issued with the approval of Competent Authority.

Signed by Karan Goyal
Date: 20-10-2021 16:35:36
Reason: Approved

Encl: As Above

(Karan Goyal)
ADG (P&N)