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

To,

The Chief General Managers,  
All Telecom Circles/ Telephone Districts/  
BSNL.

No. 10-10/2013-Regn/Pt.III/ 1570

Dated: 10<sup>th</sup> August, 2016

**Subject:-** Guidelines for providing CDRs to Law Enforcement Agencies-regarding

Sir,

I am directed to enclose herewith a copy of letter No. 800-23/2015-AS-II dated 04.08.2016 from Pradeep Kumar, Director (AS-II), on the subject mentioned above which contains detailed revised instructions/guidelines regarding provisioning of Call Data Records (CDRs) to Law enforcement Agencies. It has been directed by DOT that the same shall be followed by BSNL while providing such CDRs to LEAs.

Hence all concerned are requested to ensure that the instructions as contained in above said letter along with annexure be scrupulously followed.

**Encl:-**As above

Your's faithfully

*Parimal Kumar*  
09.8.16

(Parimal Kumar)  
AGM (Regulation-III)

**Government of India  
Ministry of Communications  
Department of Telecommunications  
(Access Services Cell)  
Sanchar Bhawan, 20 Ashoka Road New Delhi**

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File No.: 800-23/2015-AS-II

Dated 04.08.2016

To,

All CMTS/UASL/UL(AS)/UL (having Access Service Authorization) Licensees

**Subject: Guidelines for providing Call Data Records (CDRs) to Law Enforcement Agencies-regarding**

The revised guidelines regarding provisioning of Call Data Records (CDRs) to Law Enforcement Agencies are enclosed as Annexure for necessary compliance on part of all licensees.

2. This comes into effect with immediate effect.

Encl.: As above

*Pradeep*  
*04/08/16*  
(Pradeep Kumar)  
Director (AS-II)

**Copy to:**

1. Sr DDG(TERM), DoT HQ for kind information and n/a please
2. DDG (Security), DoT HQ for kind information and n/a please
3. Director (IS-I), MHA for kind information please.

## Guidelines for seeking Call Data Records (CDRs) from Telecom Service Providers

Call data records (CDRs) can be sought under the statutory provisions contained in Section 92 of the Code of Criminal Procedure, 1973 or Section 5(2) of Indian Telegraph Act, 1885 read with Rule 419 A of Indian Telegraph (Amendment) Rules, 2007.

- b) The authority seeking the CDR in accordance with para (a), should first ascertain the identity of the subscriber and ensure that the person in question is not someone whose call details maybe of a sensitive nature.
- c) Any proposal for seeking CDR of a telephone, subscribed in the name of a sitting Member of Parliament or a Member of State Legislature, should contain a clear indication to that effect. In case the telephone belongs to sitting Member of Parliament, the Police or Investigating Authority concerned should obtain prior approval of the Commissioner of Police / Director General of Police, as the case may be.
- d) The SOPs for LEA and TSP for lawful interception and monitoring, in so far as they pertain to CDR, should be followed. In addition to that, following safeguards should be complied while handling CDR related records electronically:
  - i. The officials, handling the CDR related records, are required to maintain the sanctity and confidentiality of their password. The password shall be changed frequently, at least once a month. The password shall not be shared with any unauthorized person and if the authorization is found to be misused, it is the authorized official, who will be held responsible.
  - ii. Any storage/communication made in respect of CDR should be done through a designated computer (I.P. address and MAC address) having biometric authorization (Finger print) and kept in the office of officer concerned.
- e) The nodal officer of LEA shall reconcile the CDR requests sent by them with the TSP on a fortnightly basis.
- f) A register should be maintained of all numbers whose CDRs have been sought. Supervisory officers must inspect the register containing details of the CDR sought once a month. It should be impressed upon all the officers that obtaining the CDRs of any individual is an intrusion into his/her privacy and cannot be resorted to in a casual and cavalier manner.