



MTNL Mumbai

GSM Mobile Service

Be Vigilant from Fraudsters

Unsolicited Commercial Calls/Do Not Disturb

| Particulars | Complaint Registration Method | Process of Complaint Registration |
|-------------|-------------------------------|--|
| 1 | Through Web Portal | Through the web address :- https://www.ucc-mtnl.in/customers/ |
| 2 | Through SMS | <p>To register UCC complaint send SMS in the below format on Toll-Free number 1909.</p> <p style="text-align: center;">UCC, XXXXXXXXXXXX, dd/mm/yy</p> <p>(Note: Where XXXXXXXXXXXX – is the telephone number or header of the SMS, as the case may be, from which the unsolicited commercial communication has originated.)</p> |
| 3 | Through Voice Call | Dial the Toll-Free Number 1909 |

Please note:

- The complaint has to be registered from the telephone number on which unsolicited commercial communication has been received
- Your complaint must be made **within three days** of receipt of the unsolicited commercial communication



Warning SMS by MTNL to Customers

8:59 am

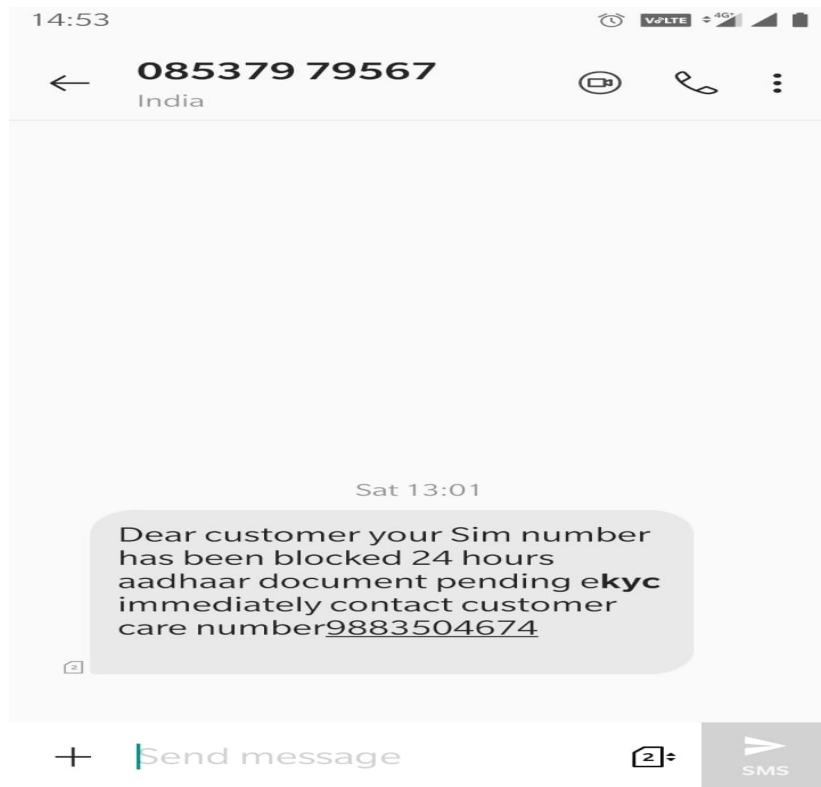
Dear Subscriber, MTNL will never sms/call/Whatsapp for Tele. verification of your KYC. Do not download Apps suggested by fraudsters to avoid any financial loss.

8:59 am • via DOLPHIN



Fraudulent SMS & UCC SMS Complaint Text

Fraudulent SMS



UCC SMS Complaint Text

To register a Complaint for UCC, type following text in your message box

text of sms recieved, 8537979567, 18/08/21

and send it to

1909

Cyber Cell Complaint Process

1. Performa of data to be furnished and to be send it to Cyber Cell email ID :-
Cyberpst-mum@mahapolice.gov.in Tel No. 022-26504008

| COMPLAINT FOR BANK FRAUD | |
|--|--|
| To, Senior Inspector of Police, Cyber Police Station, Crime Branch, CID, Mumbai. | From:- Name:- Address:- Mobile:- Email ID:- Nearest Police Station:- Date:- |
| Complainant Fraud Transaction Details | |
| Bank Name:- | |
| A/C No. and IFSC Code:- | |
| Mobile No & Email ID linked to Bank account:- | |
| 16 Digit Credit / Debit Card No (Compulsory) | |
| Fraud Transaction Amount and Date/ Time | |
| Documents Attached if any:- | 1. Passbook Entry. 2. Transaction Screenshot Image. 3. Bank statement 4. Other Transaction Proof. |
| Fraudster Account Details if any | |
| Fraudster Name :- | |
| Fraudster Mobile No:- | |
| 1. UPI Transaction ID or 2. Google Transaction ID or 3. UTR No and 4. Reference No. | |
| Other Information or History if available | |

2. Even after sending an email as per step 1, Customer has to register an FIR at Cyber Police Station of their Area