

REGULATION CELL

414, Corporate Office, BSNL, Janpath

HC Mathur Lane, New Delhi-110 001



**BSNL**

Connecting Bharat

Security • Reliability • Service

No. BSNLCO-RGLN/33/5/2025-REGLN/661399 dated ~~09/2025~~ 03-10-2025

To,

1. All CGM's, BA heads, BSNL
2. All Officers/ officials, BSNL corporate office

**(Through BSNL Intranet Portal)**

**Sub:** Enforcement of Official e-mail use and Internet Access Restrictions to enhance Security Compliance in BSNL network.

It has come to notice that a large number of BSNL employees are using private mail domains (e.g. Gmail/ rediffmail/ yahoo/ hotmail etc.) for official communication. This has been commented upon adversely by various Law Enforcement and Security Agencies, emphasizing that the same is not allowed vide various instructions issued by MHA & other Agencies from time to time. The use of private e-mail domains poses security risks to BSNL Networks.


Similarly, it is also seen that Internet connectivity has been allowed in BSNL setup even where the same may not be required for office work. This poses a high security risk. Even in cases where two LAN Cards/ Ports are being used in a PC, one for accessing Internet & another for accessing the network elements, moreover the same is not malware-proof, the CPU remains the same. Several Circulars/ Instructions have already been issued by Corporate Office to have air-gapping arrangement but the same are being ignored, the situation is not very encouraging.

In this regard, following actions are suggested to posture enhanced security of BSNL networks:

1. Ensure that all official communications be made using mail.bsnl.co.in domain only. Use of any other e-mail domain is strictly prohibited.
2. All circle heads need to rationalize the Internet connectivity to officers/staff in the circles. A free-for-all internet on office PCs need to stop.
3. Only whitelisted domains need to be allowed on Firewall/proxy servers. Whitelisting needs to be done for domains which are required for official works only.
4. In a particular office/section, need based limited number of PCs to have Internet connectivity and these should be a common pool for Staff. This would ensure a proper airgap arrangement. Freely/unlimited access to Internet need to be discontinued immediately. PCs having access to Internet should not be working on very old OS (Operating Systems) such as Windows 7 etc. that are no longer supported by Microsoft.
5. It is to be ensured that the PCs used for connecting to the systems/network elements, be it MPLS, Mobile, CPAN etc. or any other network of BSNL must be without Internet access through these. In no case, Internet access be

allowed on such PCs.

A signed certificate to this effect (for Point No. 5) be taken from each BA Head & also the IT Head in the Circle Office. The same be uploaded by the ISO of the Circle.

  
03-10-2025  
DGM (Regulation-III)