

Circular No.: NSDL/POLICY/2026/0083

May 22, 2026

Subject: Directions issued by TRAI for Mandatory Phase-wise Adoption of 1600-Series Numbers

Attention of Participants is invited to Circular No. NSDL/POLICY/2025/0160 dated December 08, 2025 regarding Directions issued by TRAI for Mandatory Phase-wise Adoption of 1600-Series Numbers.

In the aforesaid Circular, Participants were informed that the Telecom Regulatory Authority of India (TRAI) had issued a Direction dated November 19, 2025 under Section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of Section 11 of the TRAI Act, 1997. The said Direction mandated the use of the 1600xx numbers exclusively for all service and transactional voice calls by the entities in BFSI sector.

Further, TRAI has also mandated that for promotional calls, the entities shall use only 140xx-series numbers.

In view of the above, Participants are once again advised to strictly adhere to the directions/guidelines issued by TRAI from time to time and ensure the following:

a. Strictly comply with the usage of 1600xx-series numbers only for making services and transactional calls.

b. Use only 140xx-series numbers for making promotional calls.

For ready reference, definitions of transactional, service and promotional calls as provided in Telecom Commercial Communications Preference Regulations, 2018, are enclosed as **Annexure**.

**For and on behalf of
National Securities Depository Limited**

**Rakesh Mehta
Vice President**

Enclosure: One

**National Securities Depository Limited**

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Participant Services Circular

FORTHCOMING COMPLIANCE			
Particulars	Deadline	Manner of sending	Reference
Investor Grievance Report (Monthly)	By 10th of the following month	Through e-PASS	Para 22 of 'Grievance Redressal' chapter and Para 27 of 'Internal Controls/Reporting to NSDL/SEBI' chapter of NSDL Master Circular for Participants
Compliance report w.r.t Same Mobile number and/ or email address captured for multiple accounts. (Monthly)	Before 27th of following month	Through Email.	Para 26 of 'Miscellaneous' chapter of NSDL Master Circular for Participants.
Artificial Intelligence /Machine Learning Reporting Form (Annually)	Within three months of the end of the financial year	Through e-PASS	Para 10 of 'Internal Controls/Reporting to NSDL/SEBI' chapter of NSDL Master Circular for Participants



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Definition of Service, Transactional and Promotional communication as per TCCCPR-2018.

“2 (bh). “Service message or Service Call” means a message sent or voice call made by a Sender to –

(i) its Customer or Subscriber to provide information pertaining to any product or service, its warranty, product recall, software upgrade alerts, safety or security of the product used or purchased by the Customer, periodic balance alerts, information regarding delivery of goods or services, and such Messages are not promotional in nature and do not require Explicit Consent; or

(ii) a Recipient to facilitate or complete a commercial transaction involving the ongoing purchase or the use by the Recipient of the product or services offered by the Sender after obtaining Explicit Consent from the Recipient and such Messages are not promotional in nature:

Provided that such Explicit Consent shall be for seven days or as directed by the Authority from time to time:

Provided further that a transactional Message or transactional Voice Call containing information pertaining to service shall be treated as a Service Message or Service Voice Call”;

2 (bt). “Transactional Message or Transactional Voice Call” means a Message sent or Voice Call made by a Sender to its Customer or Subscriber in response to Customer initiated transaction within thirty minutes of the transaction relating to any product or service such as OTP from banks, non-bank-entities like e-commerce, apps login etc., transaction alerts and confirmations, balance alerts post completion of a transaction, refund information, etc. and such Messages or calls are not promotional in nature and does not require Explicit Consent;

2 (av). “Promotional voice call” means commercial communication any voice Commercial Communication containing promotional material or advertisement of a product or service:

Provided that if promotional content is mixed with any type of commercial Voice Call, such voice call shall be treated as a Promotional Voice Call.

Explanation: These calls shall only be delivered to Subscribers who have not blocked their preference, under the applicable category, in the Preference Register or have given their Consent in the Consent Register, as applicable. If the Sender has acquired explicit digital consent, as provided under these regulations, from the intended Recipient, such Promotional calls with Explicit Consent of the Recipient shall be delivered to the Recipients irrespective of their preferences registered, under the applicable category, in the Preference Register;
