

Circular No.: NSDL/POLICY/2026/0090

June 16, 2026

Subject: Guidelines on Mobile Number Revocation List (MNRL) and Reactivation List provided by DoT

Attention of Participants is invited to NSDL circular no. NSDL/POLICY/2023/0015 dated February 02, 2023, wherein Participants were advised to check MNRL report provided by NSDL and take up the matter with all such respective clients. Wherever necessary, update the mobile number in demat account after obtaining request from client(s) so that the correct mobile numbers are maintained in demat accounts. In case of non-receipt of response from the clients, Participants shall take the appropriate action as mentioned in the aforesaid circular.

Further, as communicated by TRAI, publishing of MNRL on portal has been discontinued after January 2025 and MNRL is now available on a real-time basis on Digital Intelligence Platform (DIP) of the Department of Telecommunications (DoT). The said platform is a secure portal which can be accessed through only by authorized officials having login IDs and through VPN connectivity.

To facilitate Participants, NSDL shall continue to provide through e-PASS, the DP ID wise details of mobile numbers appearing in MNRL, as downloaded from DIP of the DoT, which match with the mobile numbers in the existing demat accounts held by the concerned Participants as per the existing process.

Participants are further requested to take note of the reactivation list and creation of login on DoT Portal for MNRL related grievances, in addition to the MNRL list, as detailed below.

A) Reactivation List: -

1. As per guidelines issued by DoT, in addition to the MNRL, the reactivation list is also provided for purging out cases which are reconnected before 90 days to the same person due to some reason by the Telecom Service Provider (TSP). Reporting Entities are required to remove such numbers from the Enhanced Due Diligence/ action.
2. To facilitate Participants, NSDL shall make available the DP ID wise details of mobile numbers appearing in reactivation list provided by DoT, which match with the mobile numbers in the existing demat accounts held by the concerned Participants from the month of July 2026. Accordingly, Participants shall remove ONLY that suspension which has been



levied on account of MNRL on such demat accounts which are mentioned in “Reactivation Data of DoT”.

3. This list shall be provided in e-PASS on monthly basis. For operational guidelines kindly refer to **Annexure A**. All the users having access to view/search MNRL, shall automatically get access to download reactivation list.

B) Creation of Login on DoT Portal for MNRL related grievances:

1. In cases where Participants receive grievances from demat account holders whose accounts have been suspended due to their mobile numbers appearing in the MNRL, Participants shall undertake Enhanced Due Diligence (EDD). If, upon such verification, the Participant is satisfied that the account holder is genuine and that the registered mobile number belongs to the said account holder, the case may be reported to DoT through the Action Taken Report (ATR) uploaded/updated on the DoT portal.

Upon confirmation from DoT, Participants may remove **only those suspensions** that were imposed on account of MNRL in such demat accounts.

2. For creation of the login on DoT portal, Participants can write an email to “dirdiu-dot@gov.in” with the following details.

- a. Name of Organization:
- b. SEBI Registration No.:
- c. Copy of SEBI Registration Certificate / Letter:
- d. Name of the Nodal officer:
- e. Designation:
- f. Designation based Email ID (preferably generic email ID - independent of officer):
- g. Mobile Number:

Participants are requested to take note of the above and ensure compliance.

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

**Rakesh Mehta
Vice President**



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
Annual System Audit Report (yearly)	June 30 th	Through e-PASS	Para 20.5 of 'Internal Controls/Reporting to NSDL/SEBI' chapter of NSDL Master Circular for Participants
Annual Cyber Audit Report (yearly)	June 30 th	Through e-PASS	Para 2.76 of 'Internal Controls/Reporting to NSDL/SEBI' chapter of NSDL Master Circular for Participants and Circular No.: NSDL/POLICY/2026/0074 dated May 12, 2026



National Securities Depository Limited

3rd Floor, Naman Chambers, Plot C-32, G-Block, Bandra Kurla Complex, Bandra East, Mumbai - 400 051, Maharashtra, India.
 Tel: 91-22-6944 8400 / 69448500 | email: info@nsdl.com | Web: www.nsdl.co.in
 Corporate Identity Number: L74120MH2012PLC230380 PUBLIC

Annexure A

1. e-Pass user need to login into the portal. Kindly refer exhibit 1.

Exhibit 1



2. Go to iAssist -> Download -> "View/Search – BSDA/MNRL/Email Bounce" as shown in exhibit

Exhibit 2

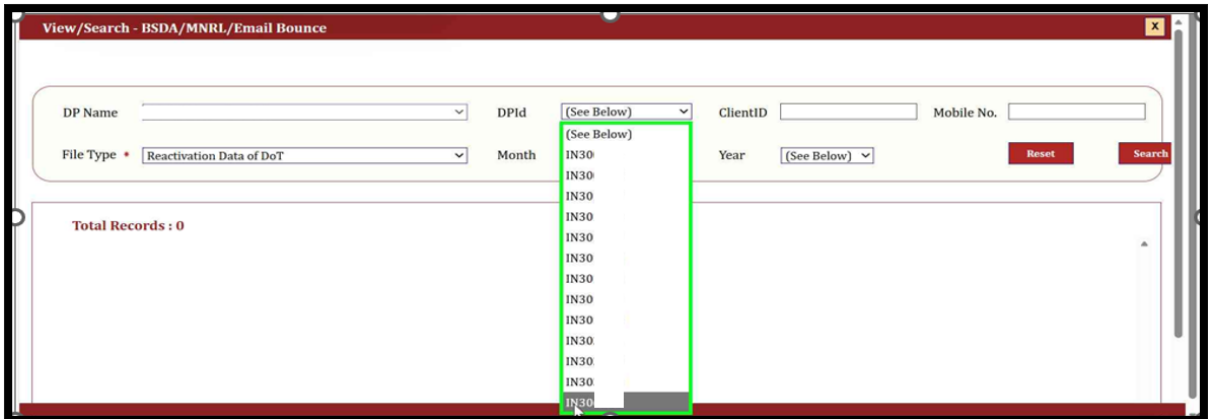


3. Select DPID from the dropdown as shown in exhibit 3.

Exhibit 3



Participant Services Circular



View/Search - BSDA/MNRL/Email Bounce

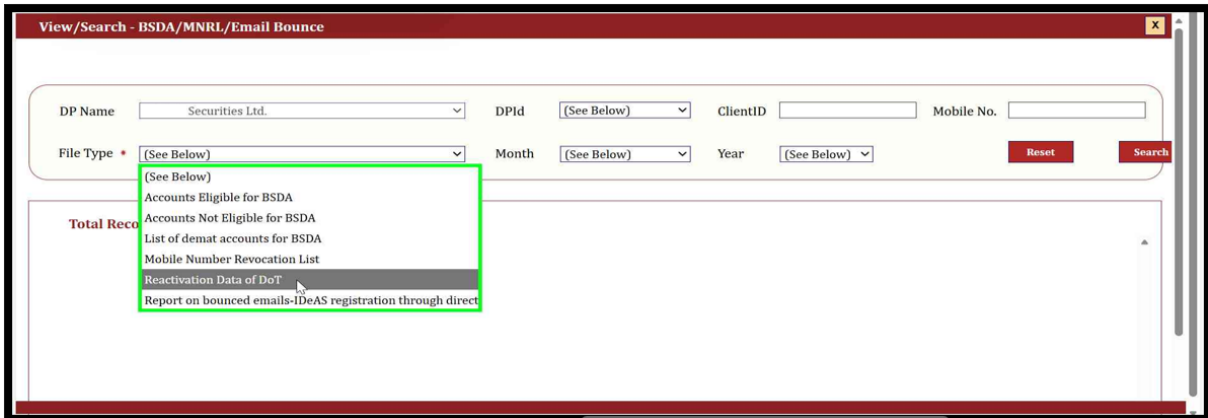
DP Name: DPId: (See Below) ClientID: Mobile No.:

File Type: Month: Year: (See Below)

Total Records : 0

4. From drop down of “File Type” to download the reactivation list, please select “Reactivation Data of DoT” as shown in exhibit 4.

Exhibit 4



View/Search - BSDA/MNRL/Email Bounce

DP Name: DPId: (See Below) ClientID: Mobile No.:

File Type: Month: (See Below) Year: (See Below)

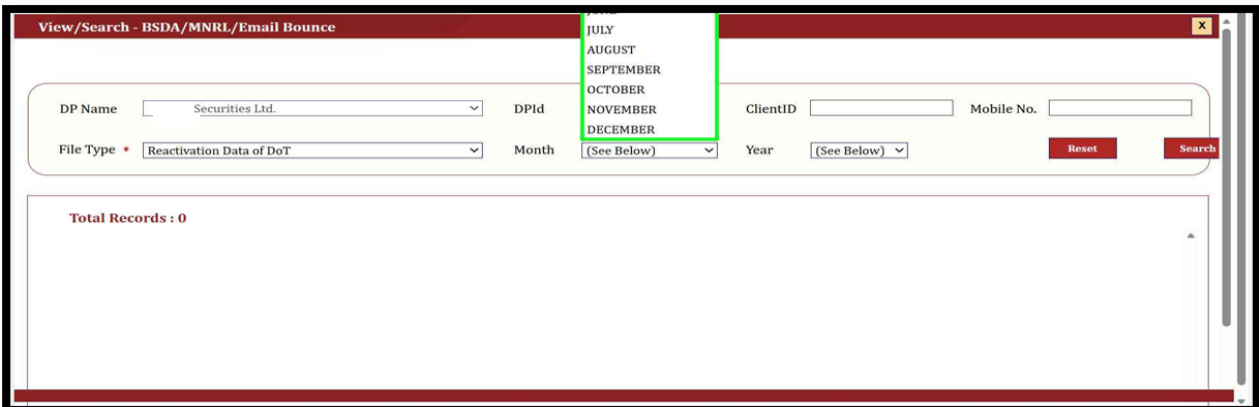
Total Records : 0

(See Below)

- Accounts Eligible for BSDA
- Accounts Not Eligible for BSDA
- List of demat accounts for BSDA
- Mobile Number Revocation List
- Reactivation Data of DoT
- Report on bounced emails-IDEAS registration through direct

5. Select the month and year for which reactivation list needs to be downloaded as shown in exhibit 5 & 6 and click on search button.

Exhibit 5



View/Search - BSDA/MNRL/Email Bounce

DP Name: DPId: ClientID: Mobile No.:

File Type: Month: (See Below) Year: (See Below)

Total Records : 0

Participant Services Circular

Exhibit 6

View/Search - BSDA/MNRL/Email Bounce

DP Name: DPId: ClientID: Mobile No.:

File Type: Month: Year:

Total Records : 0

6. Data will be displayed as shown exhibit 7.

Exhibit 7

View/Search - BSDA/MNRL/Email Bounce

DP Name: DPId: ClientID: Mobile No.:

File Type: Month: Year:

Total Records : 50 [Export to Text](#)

SRL NO.	DP ID	CLIENT ID	MOBILE NUMBER	ACCOUNT HOLDER INDICATOR	MONTH	YEAR	Uploaded Date
1	IN30	1017	88	1	MARCH	2026	24/04/2026
2	IN30	1036	99	1	MARCH	2026	24/04/2026
3	IN30	1040	95	1	MARCH	2026	24/04/2026
4	IN30	1041	98	1	MARCH	2026	24/04/2026
5	IN30	1074	94	1	MARCH	2026	24/04/2026
6	IN30	1114	42	1	MARCH	2026	24/04/2026
7	IN30	1170	14	1	MARCH	2026	24/04/2026
8	IN30	1182	80	1	MARCH	2026	24/04/2026