National Stock Exchange of India

Circular

Department: Compliance	
Download Ref No: NSE/COMP/76382	Date: September 16, 2026
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To All Members,

Sub: Compliance with TRAI directions and guidelines

This is with reference to the communication received from SEBI regarding compliance with TRAI directions and guidelines.

Further, the Exchange has, from time to time, communicated various directions, guidelines, and regulatory requirements issued by TRAI to Trading Members. In this regard, Trading Members are advised to take note of the following requirements and ensure necessary compliance:

1. To integrate with the DoT's Mobile Number Revocation List (MNRL), if not done, and to establish suitable processes for periodic reconciliation and updating of customer records. Also, the entities should build MNRL checks into risk, authentication and communication workflows.

2. To use the 1600 numbering series strictly for service and transactional calls, and not for promotional calls.

3. To ensure compliance with TRAI's Direction dated 18.11.2025 on pretagging of variable fields in SMS Content Templates. The concerned entities shall review all SMS content templates, preferably those used during the preceding 90 days, identify and appropriately pre-tag all variable fields, and rectify deficiencies observed during logger-mode scrubbing within the stipulated timeline. In view of the upcoming activation of blocker mode, there is a need for timely completion of the exercise to avoid disruption of legitimate SMS communications, since, after activation of blocker mode, SMS messages failing the prescribed variable-field validation shall not be delivered. Access Providers have been directed by TRAI to extend necessary technical and operational assistance to the concerned entities for identification and rectification of deficiencies.

4. To undertake consumer awareness campaigns on the 1600 and 140 numbering series to promote consumer recognition and trust.

Trading Members are advised to take note of the above and adhere to the directions issued by TRAI from time to time.

For any support, please reach out to the helpdesk on 1800 266 0050 (Select IVR option 3) or email at memcompliance_support@nse.co.in

For and on behalf of
National Stock Exchange of India Limited

Sonal Sharma
Senior Manager