



Central Depository Services (India) Limited

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COMMUNIQUE TO DEPOSITORY PARTICIPANTS

CDSL/OPS/DP/POLCY/2026/664

September 24, 2026

COMPLIANCE WITH TRAI DIRECTIONS AND GUIDELINES

DPs are advised to refer to various directions issued by TRAI which were communicated to MIs/regulated entities by SEBI from time to time. In this regard, DPs are advised to take note of the following, for 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 pre- tagging 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.

DPs are advised to take note of the above and ensure compliance.

Queries regarding this communiqué may be addressed to: CDSL – Helpdesk Emails may be sent to: dprtasupport@cdslindia.com and connect through our IVR Number **022-62343333**.

For and on behalf of
Central Depository Services (India) Limited

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Nilesh Shah
Vice President – Operations