



Department: Membership	Segment: All
Circular No: MSE/MEM/18203/2025	Date: November 27, 2025

Subject: Adherence to TRAI Direction dated November 19, 2025 – Mandatory Phase-wise Adoption of 1600-Series Numbers

This is to inform that the Telecom Regulatory Authority of India has 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, mandating phase-wise adoption of the 1600-series for all service and transactional voice calls made by entities regulated by RBI, SEBI and PFRDA. (attached as Annexure 1)

The Direction has been issued after:

- FY 2024–25 consumer awareness findings indicating persistent misuse of 10-digit numbers for service/transactional calls by BFSI entities, potentially resulting in UCC, spoofing and impersonation frauds;
- DoT's allocation of a dedicated "1600" series (letter dated 23.12.2024) exclusively for Government and BFSI entities;
- Consultations with sector regulators and timelines submitted in response to TRAI's letter dated 03.09.2025.

Key compliance requirements:

1. Mandatory adoption of 1600-series strictly as per timelines in Annexure-I of the Direction (Copy attached). Important dates are:

Phase	Category of Entities	Last Date for mandatory adoption of 1600-series
Phase-II	Qualified Stockbrokers (QSBs), as identified in the list published annually on the websites of the Stock Exchanges	15th March 2026
Phase-III	SEBI-registered intermediaries, other than those mentioned above	Voluntary adoption for time being

Metropolitan Stock Exchange of India Limited

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2. Post-deadline, any entity not adopting the 1600-series will be subject to regulatory action applicable to unregistered telemarketers in case of UCC complaints.
3. Entities must not initiate any service or transactional voice calls from non-1600 numbers after the specified dates, even where explicit or inferred customer consent exists.

Trading members are advised to ensure strict and timely compliance with the adoption timelines and operational conditions indicated therein.

In case of any query kindly contact Membership department on (022) 6112 9000 or mail on membership@msei.in

For and on behalf of
Metropolitan Stock Exchange of India Limited

Komal Chawhan
Manager –Membership

Encl.: As above

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