
NATIONAL COMMODITY & DERIVATIVES EXCHANGE LIMITED

Circular to all members of the Exchange

Circular No. : NCDEX/MEMBERSHIP-023/2025

Date : June 26, 2025

Subject : Compliance with directives issued by Telecom Regulatory Authority of India (TRAI)

All the members are hereby informed that the Telecom Regulatory Authority of India (TRAI) has notified amendment to the Telecom Commercial Communications Customer Preference Regulations (TCCCPR), 2018 with an objective to strengthen consumer protection against Unsolicited Commercial Communication (UCC). The detailed regulations are available on TRAI website at <https://www.trai.gov.in/release-publication/regulations>.

In view of the above, Members are advised to take note of the following:

1. Ensure full compliance with the provisions of the amended TCCCPR, 2018.
2. Complete whitelisting of URLs, APKs, etc., used by Trading Members (Principal Entities)
3. Using 1600 series for outbound service and transactional calls.
4. Not to use normal 10-digit numbers for making any commercial communications including service and transactional calls.
5. Using SIP/PRI connections only in compliance with TCCCPR, 2018.
6. Extend full cooperation with the Indian Cybercrime Coordination Centre ("I4C") and TRAI with respect to any reporting and advisory protocols issued.
7. Strengthen internal systems and controls to ensure there is no inadvertent or malicious use of registered headers and content templates used by the Trading Member.

All members are advised to take note of the same and ensure compliance.

For and on behalf of

National Commodity & Derivatives Exchange Limited

Kanti Pal
Assistant Vice President
Membership

For further information /clarifications, please contact

1. Customer Service Group on toll free number: 1800 26 62339
 2. Customer Service Group by e-mail to : askus@ncdex.com
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