

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**RAJYA SABHA
UNSTARRED QUESTION NO. 2092
ANSWERED ON 06th AUGUST, 2026**

IMPLEMENTATION OF TRAI'S NUMBERING SERIES

2092 SHRI CONSTANDINE RAVINDRAN:

Will the Minister of Communications be pleased to state:

- (a) whether Government has examined concerns arising from the implementation of TRAI's dedicated 140 and 1600 numbering series for commercial and service calls, particularly regarding consumer response and call completion rates;
- (b) whether any review has been undertaken on the effectiveness of new numbering framework in reducing spam and fraudulent communications;
- (c) the consultations held with telecom service providers, digital platforms and consumer organisations in this regard; and
- (d) the measures proposed to balance consumer protection with uninterrupted delivery of legitimate commercial communications?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

- (a) and (b) Telecom Regulatory Authority of India (TRAI) monitors and reviews the implementation and usage of the 140 and 1600 numbering series, including the complaints received in relation to its usage, and takes appropriate measures from time to time such as issuing directions, carrying out regulatory amendments etc to address the issues.
- (c) Use of 140 and 1600 numbering series has been mandated under the Telecom Commercial Communications Customer Preference Regulations (TCCCPR), 2018. The regulations have been notified after open consultations by TRAI with the stakeholders including Telecom service providers, consumer associations etc.
- (d) To protect consumer interests while balancing the legitimate communication requirements of businesses, TRAI has enabled the development of an ecosystem of Registered Telemarketers (RTMs), Principal entities (PE) and Access Providers based on Distributed Ledger Technology (DLT). Under the Telecom Commercial Communications Customer Preference Regulations (TCCCPR), 2018, entities intending to undertake commercial communications, along with telemarketers facilitating such communications, are required to register on the DLT platform. Consumers who do not wish to receive promotional communications from Registered Telemarketers may register their communication preferences through the prescribed mechanisms available under the TCCCPR framework. No commercial communications by unregistered telemarketers are permitted under TCCCPR 2018.
