

संख्या/ No.: M-5/11/(1)/2022-QoS (E-6703)
भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
(सेवा गुणवत्ता-II अनुभाग/ Quality of Service-II Section)

Block-F, WTC, Nauroji Nagar, New Delhi
August 10, 2026

To
All Access Providers.

Subject: Allocation and operationalization of 1601 numbering series for Service and Transactional Voice Calls by entities in sectors other than BFSI and Government sector, under TCCCPR, 2018.

References:

1. TRAI letter No. M-5/11/(1)/2022-QoS(E-6703) dated 06.04.2026.
2. DoT letter No.16-2/2023-AS-III/TRAI/N115 dated 30.06.2026.

The Department of Telecommunications vide the letter cited at reference 2, has allocated the 1601 numbering series exclusively for Service and Transactional Voice Calls by entities in sectors other than BFSI, and Government sector, and has requested the Authority to classify the eligible sectors in accordance with the Telecom Commercial Communications Customer Preference Regulations (TCCCPR), 2018.

2. The Authority has examined the matter and has decided that implementation of the 1601 numbering series shall be carried out in a phased manner to have an orderly migration of entities to 1601 series.
3. The Authority shall review the implementation of the first Phase by taking into consideration stakeholder feedback, utilization of numbering resources, consumer complaints etc., based on which additional sectors/entities eligible for allocation of the 1601 numbering series shall be notified separately by the Authority from time to time.
4. Accordingly, during the Phase-I implementation, Access Providers shall allocate numbering resources from the 1601 numbering series only to the eligible entities belonging to the sectors specified in **Annexure-I** to this letter.
5. Access Providers shall complete onboarding and migration of all eligible Principal Entities covered under Phase-I within ninety (90) days from the date of issue of this letter.
6. While assigning numbering resources under the 1601 series, every Access Provider shall—
 - (i) comply with all conditions specified by the Department of Telecommunications in its aforesaid letter dated 30.06.2026.;
 - (ii) verify the eligibility of the entity;

- (iii) obtain an undertaking from the seeking entity, as prescribed by DoT, regarding exclusive use of the numbering resources for Service and Transactional Voice Calls;
- (iv) ensure that the numbering resources are assigned only as ten-digit numbers; and
- (v) comply with all applicable provisions of the TCCCPR, 2018, and directions issued by the Authority from time to time.

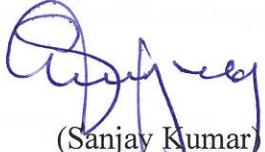
7. Every entity which has been allotted number(s) under the 1601 series shall use such numbering resources exclusively for Service and Transactional Voice Calls permissible under the TCCCPR, 2018. Under no circumstances shall such numbering resources be used for Promotional Voice Calls.

8. Access Providers shall adequately publicize availability of the 1601 numbering series amongst eligible entities and facilitate timely migration.

9. Every Access Provider shall submit to the Authority a status report on onboarding of eligible Principal Entities at intervals of every ten (10) days, commencing from the date of issue of this letter, until completion of the ninety (90) day implementation period. The status report shall include 1601 series number allotted to the entity; name and sector of the entity; and its migration status.

10. Every Access Provider shall submit a final compliance report certifying completion of onboarding and migration of all eligible Principal Entities covered under Phase-I, along with reasons for any pending cases, if any, within fifteen days of the expiry of the ninety-day implementation period.

11. This Direction shall come into force with immediate effect.


(Sanjay Kumar)
Joint Advisor (QoS-II)

Annexure-I

Sectors eligible for allocation of 1601xxx numbering resources during Phase-I

Sl. No.	Sector	Illustrative Principal Entities
1	Utilities	Electricity distribution companies, water utilities, city gas distribution companies, LPG distribution entities, and such other utility service providers.
2	Logistics and courier services	Courier companies, express logistics companies, parcel delivery service providers, freight and logistics service providers engaged in delivery of consignments.

Annexure-II**Implementation timeline**

Activity	Timeline
Commencement of allocation of 1601 numbering resources	Immediate
Completion of onboarding and migration of eligible entities covered under Phase-I	Within 90 days from the date of issue of this letter
Submission of compliance report by Access Providers to TRAI	Within 15 days after completion of the implementation period