Important Information About 1600 Series Calls

What does it mean if I get a call from number series starting from 1600?

Number series starting from 1600 is used by regulated financial entities for service and transactional calls, helping customers identify legitimate calls from financial institutions.

How can you identify an official call?

1. Check whether the incoming call starts with 1600. If yes, it means it's a service call from your official finance service provider.
2. If in doubt, verify the caller's identity through the financial institution's official website or customer care number.

DND and UCC Protection

How can one avoid getting unsolicited commercial communication (UCC)?

Consumer can block all commercial communications (calls and SMS) or can selectively block UCCs from seven specified categories:

1. Banking/insurance/ financial products/credit cards
2. Real Estate
3. Education
4. Health
5. Consumer goods and automobiles
6. Communication/ Broadcasting / Entertainment/IT
7. Tourism and leisure.
   This can be done by registering preferences in the National Customer Preference Register (NCPR), also known as the DND Registry.

What is the procedure for registration in NCPR?

DND Registration:

To avoid inconvenience caused by UCC, a customer can opt to block all commercial communications or selectively block them as per preference categories through the Telecom Service Provider's App/ Website, TRAI DND App, or Call/ SMS to '1909'.

What is the procedure of making a complaint?

Registration of Complaints:

1. If you receive spam despite registering on DND: File a DND complaint via your respective Telecom Service Provider's App/ Website, TRAI DND App, or Call/ SMS to '1909'.
2. If you receive suspected fraudulent communication: Report any suspected fraud communication received within the last 30 days on 'Chakshu' platform of Department of Telecommunications (DoT) at https://sancharsaathi.gov.in/sfc/.
3. If fraud or cyber-crime has already occurred: If you have already lost money due to financial fraud, or are a victim of cyber-crime, report the incident to the cyber-crime helpline number '1930'or website https://www.cybercrime.gov.in.