NOTICE

Notice No.	20260925-2
Notice Date	25 Sep 2026
Category	Settlement/RMS
Segment	General
Department	BSECL
Subject	Draft TRAI Direction on Minimum Information Requirements for OTP SMS Content Template Format
Attachments	Annexure_A

To
All Members,

Subject: TRAI - Draft Direction on Minimum Information Requirements for OTP SMS Content Template Format

This has reference to the communication received from SEBI regarding the captioned subject. SEBI is in receipt of the following from TRAI regarding the issue of strengthening OTP-based communications and prescribing minimum information requirements in OTP messages. The proposal envisages a standardised cross-sector framework prescribing minimum information in OTP communications, while allowing sector-specific requirements, wherever necessary:

1. An OTP is intended to authenticate a specific customer action, transaction or session. Providing adequate contextual information along with the OTP would enable customers to understand the action being authenticated and identify an OTP request which is inconsistent with the action initiated by them. However, TRAI has observed that OTP communications, in several instances, contain only generic information such as "OTP verification" or "Your OTP is XXXXX", without adequately indicating the entity, purpose of authentication or associated transaction/activity. Such generic OTP communications have also been observed to be misused in certain instances, including fraudulent loan applications, to mislead customers and facilitate fraudulent or unauthorised activities.

2. In this regard, TRAI has decided to issue a Direction prescribing minimum information requirements for the OTP SMS Content Template Format, while allowing flexibility for different sectors and use cases. The minimum information required to be included in an OTP SMS is specified therein.

The Draft Direction on the subject, along with the Explanatory Note, is attached as **Annexure A**.

Members may provide their comments/views, if any, directly to TRAI **by September 30, 2026** at rahul.chauhan90@trai.gov.in in the following format:

Sl. No.	Para number of the Draft Direction	Sub-clause number of the Draft Direction	Modification proposed	Reasons/ Justification for the proposed modification

Members are hereby advised to take note of the same.

For and on behalf of the BSE Clearing Ltd.
(formerly known as Indian Clearing Corporation Ltd.)

Anita Bhatia
Chief Regulatory and Compliance Officer

INTERNAL