

FAQs on MNRL

1. What is Mobile Number Revocation List [MNRL].

MNRL is the digitally signed list of permanently disconnected mobile numbers, uploaded by individual Telecom Service Providers (TSPs), which are published on the TRAI website every month in public domain.

2. What is the Importance of Mobile Numbers for different agencies.

Most of the public and private systems/agencies in India use mobile numbers as a means for identifying the customers and to authenticate and authorize various services via one-time password sent on their mobile numbers.

3. What is the purpose of MNRL.

Mobile number, when surrendered or permanently disconnected, may be re-allocated by the TSP to a new customer after 90 days. But many service delivery platforms/ systems are not updated by the earlier customer, who may either not be using the service regularly and hence do not find a reason to update his mobile number, or due to lack of awareness of potential danger due to mobile number reuse, thus creating huge potential of an identity/profile take over on re-allocation of a mobile number.

Mobile Number Revocation List is made available to the stakeholders for transparency and efficiency and to enable the interested parties to clean up their databases thereby not sending One Time Password (OTP) etc. to someone other than their customer.

4. What are the different ways to download MNRL from the portal.

There are two ways to download the MNRL.

1. Download through portal: The interested agencies may download the published MNRL for their internal use through a simple online sign up/ registration process, by providing inputs for essential fields like name of the organization, address, email-ID, etc, followed by OTP authentication on the web portal (<https://mnrl.traigov.in/>). After sign up, MNRL files may be downloaded in any or all of these formats: pdf, excel and json.

2. Download through API: Using APIs, the entities can programmatically download the MNRL and take necessary action within their systems. To download MNRL automatically every month, an API key is required, which can be taken after sign up (by valid mobile & email) on the web portal (<https://mnrl.traigov.in/>). An API key is valid for 6 months. After expiration, a new key may be generated and downloaded from the web portal.

5. How MNRL can be helpful to various Service providers/agencies including Banks, Non-Banking Financial Institutions and others regulated entities under RBI, SEBI etc and others.

Any agency, service provider or any other entity can independently download the MNRL from the portal without any discrimination. MNRL can be used to clean up their database using their own workflows, for example, a bank could download the list, check each number and if it is one of their customers', then can flag it, and let the customer update it with his new number.

6. When is the monthly MNRL uploaded on TRAI Website and is available for how much time for the mobile numbers disconnected during a particular month.

List of Mobile Numbers disconnected in a particular month (termed as MNRL) is uploaded on 8th day of next month and is available for download for a period of one month, that is, till 7th day of the next month on the TRAI website. The list of previous month is replaced on 8th day of the next month. Users can download only the current MNRL.

7. What is the role of user agencies while using the MNRL.

The respective user agencies should follow the rules, regulations, guidelines, instructions, or directions issued by the respective Regulator and Govt Departments, etc. in respect of their service provisioning. Further, the user agencies are fully responsible for any issue arising out of use of disconnected mobile numbers from MNRL. The List is merely the data available on TRAI website in public domain and responsibility of its prudent use lies fully on its user.

8. Role and responsibility of TRAI in publishing MNRL.

TRAI shall be merely publishing MNRL on its website and shall in no way market, promote or justify its use by any user agency. Further TRAI will not be responsible in any way with respect to any issue arising out of use of disconnected mobile numbers published in MNRL. The list published on the website shall be as per the data uploaded/provided by the individual TSPs and TRAI shall not be responsible for any discrepancies found in the published lists.

9. Can the mobile Numbers in the MNRL be reallocated to new subscribers.

As per the guidelines of the Department of Telecommunications, the disconnected mobile numbers may be reallocated to new subscribers after expiry of 90 days, by the TSPs.

10. Is there is any requirement of a Nodal officer on behalf of TSPs, to provide further additional information to the user Agencies.

There is no requirement of any nodal officer foreseen to be appointed on behalf of respective TSP or TRAI, as MNRL is merely a list of disconnected mobile numbers, provided by TSPs and published on TRAI website. No further details w.r.t to subscribers of the mobile numbers can be made available by TSPs, as per rules to any user agency in public domain, for confidentiality reasons. The user agencies can download the list, check each number and if it is one of their customers' registered number, then can flag it, and let the customer update it with his/her new number, as the customers' consent/approval is necessary for any up-dation of their mobile numbers in the database of user agencies.

Through MNRL portal, banks and other stakeholders have been provided access to the information about permanently disconnected mobile numbers, which was earlier not available in public domain and they can de-register them as per the procedures stipulated by the law. Mobile Number Revocation List is made available to the stakeholders for transparency and to enable the interested parties to clean up their databases thereby not sending OTP and other transaction related messages to someone other than their customer.

11. Additional Information

The Mobile Number Revocation List (MNRL) uploaded on TRAI website is an indicative list as submitted by the various telecom service providers of the numbers disconnected in the previous month. It may be possible that some of the numbers present in the list, which were disconnected due to non-payment or due to any other reason, may be got re-connected by the same subscriber and therefore found to be active. A number is activated in the name of the same subscriber by the TSP on request of the subscriber, only after the requisite payments/ necessary documents, etc. are submitted by the subscriber.

Therefore, before making use of any mobile number available in MNRL, the user/user agencies are advised to go through their own mechanism/process of record verification of the subscriber status as per their due legal process/SOP, before taking any action. The list published on the website shall be as per the data uploaded/ provided by the individual TSPs and TRAI shall not be responsible for any discrepancies found in the published lists. Further, the user agencies are fully responsible for any issue arising out of use of mobile numbers available in MNRL. The List is merely the data available on TRAI website in public domain and responsibility of its prudent use lies fully on its user.