

## PROCEDURE FOR REGISTRATION OF TELEMARKETERS

1. To register with TRAI, telemarketers have to visit the website [www.nccptrai.gov.in](http://www.nccptrai.gov.in).
2. All new telemarketers will have to pay Rs 5,000/- as registration fee
3. On the home page of the website [www.nccptrai.gov.in](http://www.nccptrai.gov.in), click on 'New Telemarketer Registration'.
4. The screen will welcome you and prompt you to select the type of entity.
5. Indicate type of the entity i.e. company, firm, society or individual, in the dropdown menu.
6. An application form will appear based on the type of entity selected and the application form should be filled up accordingly.
7. Once the application form is completely filled, click on 'review' Tab to check if all details are filled correctly. (Carefully review all the information filled in the form as no changes in any of the data will be permitted after submission).
8. If some of the information needs to be changed, click on 'Back' Tab and incorporate the changes.
9. Once all the filled information is correct and you want to proceed, click on 'submit' Tab.
10. On successful submission of application form, a unique application number and username will be displayed while the password will be sent to your e-mail as given in the application form.
11. A print of the application form should be taken by clicking on 'Print Application Form' tab, as it will be required to be submitted to the access provider while obtaining telecom resources.
12. At this stage, if you desire to make the payment later, you may close the session and login again on website [www.nccptrai.gov.in](http://www.nccptrai.gov.in) using username & password allotted to you, at your convenience. If you are logging in later to make payment, click on the "Payment for Registration" tab.
13. If you want to make payment immediately after submission of the application form, click on the 'Proceed for Payment' tab. You can make payment either 'online' or 'offline'. No part payment shall be accepted
14. In case you choose to pay online –
  - (a) You can make payment through debit card, credit card or net banking.
  - (b) For payment through credit card and debit card, options for both Master card and Visa will be available.
  - (c) Initially, the net banking facility will be available only to existing customers of the Corporation Bank.

- (d) On successful payment (registration fee ), a unique registration number will be generated; and
- (e) A receipt will be generated giving details of the online financial transactions including date, time, clearance gateway etc. You should take a printout of the payment receipt. It will have to be submitted along with the application for allocation of telecom resources from the access provider.
- (f) A registration certificate will also be generated indicating unique registration number. You can take a print of the registration certificate also as it will have to be submitted to the access provider for taking telecom resources. A copy of the registration certificate will also be sent on your notified e- mail address.
- (g) The option to print different documents would be available to all registered telemarketers under their 'login'. For taking a printout of any document, you have to click the 'Print' tab and select the document required to be printed.

15. In case you choose to pay offline –

- a) A form for offline payment will be displayed.
- (b) You can make payment either by cash deposit or through Demand Draft.
- (c) If the payment have to be made through Demand Draft, you must keep ready a Demand Draft of Rs. 5,000/-. The Demand Draft should be drawn in favour of Telecom Regulatory Authority of India payable locally where demand draft is to be submitted to the Corporation bank.
- (d) Fill in the appropriate details in the form.
- (e) Thereafter, download the challan for payment by clicking on the 'Generate challan' tab. Once the challan is generated, take a printout of the challan and proceed to any Corporation Bank branch for making payment. A list of the Corporation Bank branches is also available on clicking "List of Corporation Bank Branches".
- (f) The Bank will take a maximum of two working days to credit the payment made in cash. In case of demand draft, the bank will take maximum of three working days to credit the payment. Thereafter, a unique registration number will be generated. The registration certificate will be available under your login on the website [www.nccptrai.gov.in](http://www.nccptrai.gov.in). A copy of the registration certificate will also be sent to your notified e-mail address.
- (g) The status of the payment can also be seen under the telemarketer 'login' using user name and password on the website [www.nccptrai.gov.in](http://www.nccptrai.gov.in).
- (h) The option to print different documents would be available to all registered telemarketers under their 'login'. For taking a printout of any document, you have to click the 'Print' tab and select the document required to be printed.

- (i) You should take a printout of the registration certificate as it has to be submitted to the access provider for taking telecom resources.
16. You may now obtain a customer acquisition form (CAF) from your access provider. The filled in CAF along with a copy of the application form, payment receipt/paid challan, telemarketer Registration Certificate with TRAI, Registration Certificate with DoT/TERM cell (only for existing telemarketers) and other documents as may be required by the access provider has to be submitted to the access provider from whom you want to obtain telecom resources for telemarketing.
  17. Before you are allotted any telecom resource by the access provider, you will also have to enter into an agreement with the access provider, as specified in Schedule IV or Schedule V to the Telecom Commercial Communications Customer Preference Regulations, 2010, for sending promotional or transactional messages, as the case may be.
  18. The access provider, after receipt of the prescribed documents, will process the request for allocation of telecom resources as per the existing guidelines.
  19. The Access Provider shall provide identifiable telecom resources for telemarketing i.e. numbers from an allotted number series for making voice calls and special headers etc for sending SMS as specified by TRAI.
  20. The access provider shall update the details of telecom resources allotted to a telemarketer on website [www.nccptrai.gov.in](http://www.nccptrai.gov.in), before activating such resources.
  21. All telemarketers will be provided the dump of the most recently updated NCPR data by the access provider.
  22. Telemarketers will also be able to download NCPR incremental data using their logins through website [www.nccptrai.gov.in](http://www.nccptrai.gov.in).