

## The instructions for registration as Telemarketer and the scrubbing process for registered Telemarketers

### Instructions for Telemarketer for registering with DoT

1. The applicant who desires to register as Telemarketer shall login on the website <www.ndncregistry.gov.in> for getting access to the Application form (Form TM-I).
2. The form shall be filled in and submitted electronically. After completing the above formalities, the applicant should take print out of the form and the undertaking.
3. The above printed application form along with registration processing fee of Rs.1000/- per telemarketing centre is to be submitted to the designated office of the service provider. Name and address of the applicant must be mentioned on the reverse of the Demand Draft/Pay Order/Bankers' cheque. The applicant should ensure that the demand draft is valid for six months. The Demand Draft for the different service areas should be drawn as given below:

Circle	Address	FAX Number	Timings
Ambala	5, Jasmeet Nagar, G.T.Road, Near Vita Milk Plant, Ambala City – 134 001 (Haryana)	0171-2544146	9:30 am to 7:00 pm
Amritsar	S.C.O 21, Hemkunt Towers, District Shopping Centre, B Block, Ranjit Avenue, Amritsar (Punjab)	0183-5060762	10:00 am to 8:00 pm
Andhra Pradesh	# 5-9-62, Khan Lateef Khan Estate, Fateh Maidan Road, Hyderabad 500001	040-55553339	9:00 am to 9:00 pm
Durg/Bhilai	1st Floor, Buniyad Complex, Plot No-6, Nehru Nagar-East, Bhilai-490001	771-4091777	9:00 am to 6:15 pm
Bihar	Tata Tele Services Ltd. 4th Flr, Jeevan Prakash Building Opposite Kamani Centre Main Road, Bistupur, Jamshedpur-831001	NA	NA
Bhatinda	717A – Goniana Rd, Opp Chd Clin	0164-2239123	10:00 am to 8:00 pm
Bhopal	Tata Teleservices Ltd.,Kwality Globus,Plot No 1,2,3,Near Permali Wallace, Opposite Reserve Bank Of India,Hoshangabad Road,Bhopal	755-6660666,9229101313	9:00 am to 6:15 pm
Bilaspur	2nd V R Plaza, Link Road, Bilaspur	771-4091777	9:00 am to 6:15 pm
Chandigarh	S.C.O. 232-233-234, Sector 34-A, Chandigarh- 160 034 (U.T.)	0172-5062949	10:00 am to 8:00 pm
Delhi (PO)	2A,Old Ishwar Nagar, Main Mathura Road, New Delhi 110065. (Not For Customer Service Walk-Ins)	011-66551313	9:00 am to 7:00 pm
Dewas	Meenashri Marketing, 110 AB Road,	9229101313	9:30 am to 8:00 pm

	Near Mataji Ki Tekrri, Dewas.		
Durg	Shree Sai Teletech, Agrasen Chowk, Old Sairam TVS Showroom, Station Road, Durg	9229101313	9:30 am to 8:00 pm
Gujarat	Gujarat Bhavan, Opp. M J Library, Ellisbridge, Ahmedabad - 380 006	079-66558030 / 9227111313	9:30 am to 8:30 pm
Gwalior	Tata Teleservices Ltd, Narayan Krishna, Iiird Floor , 44 City Center Gwalior. -474009.	751-4080000	9:00 am to 6:15 pm
Indore	Tata Tele Services 303-304, 3rd Floor, Apollo Square , Race Course Road, Opp: Narayan Kothi ,Indore	731-4200033	9:00 am to 6:15 pm
Itarsi	Vidyachal Teleservies, 32 New Market - Fruit Market - Itrasi	9229101313	9:30 am to 8:00 pm
Jabalpur	Tata Teleservices Ltd,Ahuja Towers, 46,Napier Town,Near Krishna Hotel,Jabalpur	761-435659,761-4032695	9:00 am to 6:15 pm
Jalandhar	3 <sup>rd</sup> Floor, Pam Rose World Trade Centre, Near Lyallpur Khalsa College, G:T:Road, Jalandhar- 144 001 (Punjab)	0181-5002811	10:00 am to 8:00 pm
Haryana	Tata Teleservices Ltd:, 122/3KM Stone,Near Devilal Chowk,GT Road Karnal 132001	184-2251852	9:30 am to 7:00 pm
Karnataka	C-Block, Silicon Terrace, 30/1, Hosur Main Road, Koramangalam, Bangalore 560 095	NA	9:30 am to 8:00 pm
Kerala	SL Plaza , Palarivattom , Kochi - 682025	0484 - 2333666	9:00 am to 7:30 pm
Ludhiana	Golden Plaza,Plot No 122, 3rd Floor,Mall Road, Ludhiana-141001 (Punjab)	0161-5047701	10:00 am to 8:00 pm
Maharashtra	Tata Teleservices Ltd, Al - Aqmar, Opp: Sancheti Hospital, Shivaji Nagar, Pune	NA	9:30 am to 7:30 pm
Mumbai	<b>Sanpada Office:</b> Tata Teleservices (Maharashtra) Limited: D 26, TTC Industrial Area,Sanpada, Turbhe: New Mumbai (400 703) <b>DADAR OFFICE :</b> Tata Teleservices Maharashtra Ltd,299/311, Miranda Chawl, N C	NA	10:00 am to 7:00 pm

	Kelkar Road, Next To Plaza, Dadar-West,Mumbai-400028		
Orissa	Tata Teleservices Limited A:N: Plaza, 1008/267,1st Floor Rasulgarh Square Bhubaneswar - 751010	0674 6550248	9:00 am to 6:15 pm
Patiala	SCO 49, First Floor, Leela Bhawan Market, Patiala (Punjab)	0175-5062980	10:00 am to 7:00 pm
Punjab	C-125, Phase VIII, Industrial Focal Point, Mohali, Punjab	0172- 5530111	10:00 am to 7:00 pm
Raipur	Tata Teleservices Ltd, Guru Ghashidas Plaza, Ground Floor, Amapara Raipur - 492001	771-4091777	9:00 am to 6:15 pm
Rajasthan (Jaipur)	The Guman-1, Amrapali Circle,Vaishali Nagar, Jaipur	0141- 6598699	9:30 am to 8:00 pm
Rohtak	Ashoka Plaza, Opp: Mayna Tourist Complex, Delhi Road, Rohtak – 124 001(Haryana)		9:30 am to 7:00 pm
Shimla	Tata Teleservices Ltd Dyerton Biz Hub , Near Verma Apartments,Below Tallend , Chandigarh – Shimla Bye Pass Road Khalini – Shimla, Himachal Pradesh:	177-2627832	10:00 am to 8:00 pm
Tamil Nadu	Paras Tower, 2, 3 & 4 Thiruvika Road, Chennai 600 014	NA	9:30 am to 8:00 pm
Ujjain	Basera Teleservices, 1st Floor-102, Durga Plaza: Dewas Road: Ujjain:	9229101313	9:30 am to 8:00 pm
Uttar Pradesh (East)	Tata Teleservices Ltd 2, R:F:Bahadur Ji Marg, Prem Plaza, Behind Shakti Bhawan, Lucknow - 226006	0522-2288140	10:00 am to 8:00 pm
Uttar Pradesh (West)	Tata Teleservices Ltd 501, Mangal Pandey Nagar, Main University Road, Meerut - 250005	0121-2762767	9:30 am to 8:00 pm
West Bengal	Tata Teleservices Ltd , The Citi Residence,3rd Floor Shahid Khudi Ram Sarani Citi Center,Durgapur-713216	0343-2544870	9:30 am to 8:00 pm

4. The service provider shall take necessary action as per instructions issued to them in this regard and give acknowledgement to the applicant/telemarketer:

5. This acknowledgement shall be treated as provisional registration for the Telemarketer for

three months or till the time DoT decides: This provisional registration will authorize the Telemarketer to do telemarketing activities during the period of 3 months or defined by DoT unless otherwise directed or instructed by DOT/service provider:

6. After provisional registration (receipt of acknowledgement), the Telemarketer will be given an ID and password through e-mail for usage of NDNC registry:
7. Subsequently, a registration to the telemarketer valid for 10 years shall be issued by DOT:
8. Telemarketer shall make arrangement to get the calling list scrubbed by NDNC registry of NIC as per procedure laid down for the purpose:
9. Telemarketer shall be responsible for arranging the resources for data connectivity to NDNC/clients remote locations:
10. The Telemarketer shall have to submit separate application for each telemarketing centre along with a processing fee of Rs:1000/-: This means telemarketer will have to have separate registration as telemarketer for each location of his organization:
11. The Telemarketer shall inform DOT of any change in the information furnished within 15 days:
12. Telemarketer once registered can take additional telecom resources from any authorized telecom service provider: In each such case, he will have to inform the service provider that the telecom resources are being taken for telemarketing purpose and will also have to mention his registration number: In addition, he will have to submit the undertaking regarding proper use of these telecom resources as per prescribed format:
13. The service provider can cancel the provisional registration if the information furnished by applicant Telemarketer is found to be incorrect or unsatisfactory, till the registration is issued by the DOT:
14. Any person providing telemarketing service without any registration should also register themselves in the same manner prescribed, latest by 31st August, 2007:
15. After 31st August, 2007, the service providers, shall discontinue to provide telecom services, to the persons providing telemarketing services, without registration: Therefore, it is important for the telemarketer to note that he cannot provide telemarketing services without proper registration after 31st August, 2007:
16. It is to inform the Telemarketer that, it should only use those telephone numbers for making calls which have been registered for telemarketing purpose: Usage of any other telephone number for telemarketing purpose shall be viewed seriously: In case of any complaint of use of any telephone number other than those registered, stringent action shall be taken:

**B: Instructions to Telemarketers for scrubbing the calling list**

1. Telemarketer logs to NDNC portal [www.ndncregistry.gov.in](http://www.ndncregistry.gov.in) (ID and password have been provided through E-mail after successful telemarketer registration)
2. The following steps will be followed for Uploading the file is given below:
  - A. Telemarketer selects "File upload":
  - B. Telemarketer must read instructions before uploading a file:
  - C. Telemarketer will be prompted to enter total number of phone numbers to be uploaded for scrubbing

- D. After entering the total number of phone numbers, the screen will display the 'Browse' option
  - E. The Telemarketer browses and selects the excel file and uploads it:
  - F. If the Total Number of Telephones entered in step (c) does not match with the number of Telephone numbers available in the file, a E-mail is generated saying "The file containing \_\_\_\_\_telephone numbers has been rejected, as the total number of telephones entered does not tally with the number of telephone numbers actually in the file": Also appropriate message is displayed on screen:
  - G. Upon successful uploading, a E-mail is generated by system containing following contents:
  - H. "The file containing \_\_\_\_\_telephone numbers, has been accepted for scrubbing: This file has been given \_\_\_\_\_ reference number: Please quote this reference number for future queries":
3. Uploaded file will be scrubbed by NDNC within 24 hrs and an e-mail will be sent to Telemarketer on scrubbing informing that the file is available for download
4. The following steps will be followed for Down loading a file:
- a) Login to [www.ndncregistry.gov.in](http://www.ndncregistry.gov.in):
  - b) Select " File Download " option:
  - c) Select reference number from the drop down list:
  - d) File download option is presented to the Telemarketer:
  - e) Telemarketer clicks on download:
  - f) File can be downloaded for viewing: This file will be in excel format contain cleaned list, do-not-call list and rejected list:
  - g) The suspended numbers are the numbers which are not in the proper format: These numbers have not been processed by the NDNC registry: Please do not call them before getting them scrubbed:
  - h) The file would be available for download up to 72 hours in the system:

**Instructions:**

**Please ensure that the file you are uploading shall meet the following requirements:**

- a. Presently, Telemarketer can upload only one file per day
- b. The file should be in excel format: No other format shall be accepted:
- c. The Telemarketers are not permitted to upload their files for scrubbing on 15<sup>th</sup> and last day of every month:
- d. It should be ensured that the Telephone numbers must be entered in Excel file starting from 1st row and 1st column and there should not be any blank row in the file: The file should contain maximum of 2 sheets and each sheet should contain maximum of 65000 records
- e. Please ensure that all the telephone numbers in the uploading file should be
  - i. Numeric
  - ii. First digit should not be zero
  - iii. First two digits should not be either 95 or 91
  - iv. Total number of digits should be 10: ----