

Government of India  
Ministry of Communications  
Department of Telecommunications  
Access Services Wing  
20, Ashoka Road, New Delhi-110001

No.16-3/2013/AS-III/387/1086/

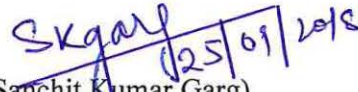
Dated: 25/09/2018

To,  
All Access Service Providers.

**Subject: Allotment of short code '1916' to Panchayati Raj & Drinking Water Department, Govt. of Odisha for its "Water Helpline" regarding.**

The undersigned is directed to convey the approval for allocation of short code '1916' to Panchayati Raj & Drinking Water Department, Govt. of Odisha for its "Water Helpline" with features as:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
  - (ii) Accessibility: Un-restricted i.e. available on STD also.
  - (iii) Metered Service: Called Party Pays i.e. Call charges to be borne by Govt. of Odisha.
  - (iv) Short code can be used for 2-way communications.
2. All are requested to take necessary action.
  3. This is issued with the approval of DDG (AS-I).

  
(Sanchit Kumar Garg)  
ADG (AS-III)  
Tel.:011-23372725

**Copy forwarded for information and necessary action, if any, to:**

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Additional Secretary-cum-Director, DWS, Panchayati Raj & D.W Deptt., Govt. of Odisha, Secretariat, Sachibalaya Marg, Bhubaneshwar-751001, [email-prsec.or@nic.in](mailto:email-prsec.or@nic.in) with a request to appoint a nodal officer to implement the helpline.
4. Director (P&N), DoT (HQ), (respective LSA field unit-Odisha LSA may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
5. A copy for upload on DoT Website.