

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

No. 16-01/2022-AS-III-/ShortCode/43

Dated: 17.03.2025

To,
All Access Service Providers.

Subject: Change of Short Code of "PWD SEWA" for complaint on Public Portal of GNCTD from 155375 to 1908.

DoT vide letter No. 16-01/2022-AS-III-/ShortCode/ dated 06.03.2024 (copy enclosed) had issued short code '155375' to "PWD SEWA" for complaint on Public Portal of GNCTD Government of Delhi. However, the competent authority has decided to withdraw the short code '155375' and replace it with the short code '1908' with the following features:-

- i. Category-I: Service (i.e. mandatory service to be provided by all the Access service providers).
- ii. Accessibility: Restricted (i.e. within Delhi UT)
- iii. Metered Service: Called Party Pays.
- iv. The short code shall be terminated on - 1800 110 093
- v. Nodal Contact Person Details: Shri Rajinder Kumar Ahirwar, Dy. Director (Monitoring), Mob. 9868445095.

2. All are requested to take necessary action.
3. This is issued with the approval of DDG (AS).

Digitally signed by
Vaibhav Jain
Date: 17-03-2025
16:47:20

Director (AS-III)
Ph 011-23372488

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

1. Secretary, TRAI.
2. Director(Monitoring), Government of Delhi Chief Engineer, PWD, 12th Floor, Multi-storey Building, Indraprastha Estate, New Delhi: 02. The Nodal officer may contact Special DG Telecom/Additional DG Telecom of respective LSA. (advisor.del-dgt-dot@gov.in)
3. Director (T), DGT HQ, DoT (respective LSA field may be asked to coordinate with TSPs for implementation of helpline).

4. A copy for upload on DoT Website.

**Government of India
Ministry of Communications
Department of Telecommunications
Sanchar Bhawan, 20 Ashoka Road, New Delhi-110001
(Access Services Wing)**

No. 16-01/2022-AS-III-/ShortCode/

Dated:06.03.2025

To,

All Access Service Providers.

Subject: Allocation of short code '155375' for "PWD SEWA" for complaint on Public Portal of GNCTD.

The undersigned is directed to convey the allocation of short code '155375' for "PWD SEWA" for complaint on Public Portal of GNCTD with following features:

- i. Category-I: Service (i.e. mandatory service to be provided by all the Access service providers).
 - ii. Accessibility: Restricted (i.e. within Delhi UT)
 - iii. Metered Service: Called Party Pays.
 - iv. The short code shall be terminated on - **1800 110 093**
 - v. Nodal Contact Person Details: Shri Rajinder Kumar Ahirwar, Dy. Director (Monitoring), Mob. 9868445095.
2. All are requested to take necessary action.
3. This is issued with the approval of DDG (AS).

Digitally signed by
Vaibhav Jain
Date: 06-03-2025
10:52:11

Director (AS-III)
Ph 011-23372488

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

1. Secretary, TRAI.
2. Director(Monitoring), Government of Delhi Chief Engineer, PWD, 12th Floor, Multi-storey Building, Indraprastha Estate, New Delhi: 02. The Nodal officer may contact Special DG Telecom/Additional DG Telecom of respective LSA. (advisor.del-dgt-dot@gov.in)
3. Director (T), DGT HQ, DoT (respective LSA field may be asked to coordinate with TSPs for implementation of helpline).

4. A copy for upload on DoT Website.