

Restricted

Government of India
Ministry of Communication & Information Technology
Department of Telecommunications
Access Services Wing
20, Ashoka Road, New Delhi-110001

No.16-3/2011-AS-III/Vol-III/69/565

Dated: 21.05.2013

To,
All Access Service Providers

Subject: Allocation of Short Code '181' to all State Government and Union Territories as 'Chief Minister Help Line'

I am directed to convey the approval of Competent Authority for Allocation of Short Code '181' to all State Government and Union Territories as 'Chief Minister Help Line'.

The feature of the Helpline is as stated below:

- (iv) Toll Free: a metered service where Called Party Pays.
- (v) Category-I: Mandatory service to be provided by all the Access providers.
- (vi) Unrestricted: Accessible from anywhere, national or international.

2. In this regard, following is also stated:

- A. Vide this office D.O. letter dated 25.1.2013 written by Hon'ble MOC & IT Sh. Kapil Sibal to all Chief Ministers. Hon'ble MOC&IT, all State Government & UTs have been urged to start a Helpline service on Code '181' similar to Chief Minister Helpline facility started by Government of National Capital Territory who is using this service as "women in distress helpline".
- B. Also as per NNP-2003, two short codes namely 1091 (Women crises Response Centre) and 1092 (Women Helpline) are also additionally available as options for state Police force to utilize for purposes stated.

Subhash
21.5.13
(Subhash Chandra Kesarwani)
Assistant Director General (AS-III)
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Copy forwarded for information and necessary action, if any to:

1. Secretary, TRAI
2. Sr. DDG (TEC)
3. CMD, MTNL
4. CMD, BSNL.
5. Chief Secretaries, All State Government. /UTs
6. Home Secretary, All State Government./UTs

7. D.G.P., All States Govt. /UTs
8. DDG (TERM), all State TERM Cell.
9. Director (S-1), DoT (HQ) with a request to kindly circulate the sanction to TERM Cells, please
10. ✓ Dir (IT), DoT for to uploading on DoT website.

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(Subhash Chandra Kesarwani)
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