

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

No. 16-1/2017-AS-III/ShortCodes/185/.1.2301

Dated: 13-03-2019

To,
All Access Service Providers.

Subject: Allotment of short code '1916' to Kerala Water Authority for 'Drinking Water Helpline' regarding.

The undersigned is directed to convey the approval for allocation of short code '1916' to Kerala Water Authority for its 'Drinking Water Helpline' with features as:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
 - (ii) Accessibility: restricted i.e. available within Kerala LSA.
 - (iii) Metered service: (It may be taken as Called Party Pays or Calling Party Pays depending on intimation, to this effect, issued by the agency to which this short code is allocated in furtherance to this DoT instruction).
2. All are requested to take necessary action.
 3. This is issued with the approval of DDG (AS).


(Dhananjay Kumar Ranjan)
Dir. (AS-III)
Email:diras3-dot@nic.in

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. O/o Additional Chief Secretary, Water Resources, CSIN & Housing Deptt., Govt. of Kerala, Room No. 138, North Block, Secretariat, Thiruvananthapuram-695001, E-mail:acs.wrd@kerala.gov.in, Tel. No.: 0471- 2327451 w.r.t your D.O letter No. CA/43/ACS/2019/WRD dated 01-03-2019. You are requested to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, Kerala.
4. Director (P&N), DoT (HQ), (respective LSA field unit 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.