

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

No. 16-10/2018-AS-III/ShortCodes/ 127

Dated: 05.11.2024

To

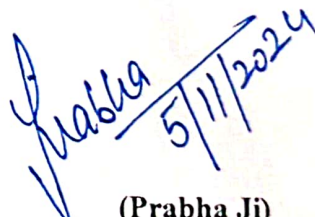
All Access Service Providers.

Subject: Change in the mapping of Short Code '10505' allocated to National e-Governance Division (NeGD), Ministry of Electronics & Information Technology (MeitY) for Digilocker Helpline.

In partial modification to DoT's letter of even number dated 27.08.2024 (copy enclosed) wherein short code '10505' was issued to National e-Governance Division (NeGD), Ministry of Electronics & Information Technology (MeitY) for Digilocker Helpline, considering the request of MeitY, it has been decided to change the mapping and metered service of short code '10505' as follows: -

Short code	Earlier mapping number	Earlier metered service	New mapping number	New metered service
10505	1800 889 6511	Called Party Pays	0120-2556255	Calling Party Pays

2. All other features will remain the same.
3. All are requested to take necessary action.
4. This is issued with the approval of DDG(AS).


(Prabha Ji)
Director (AS-III)
Ph 011-23372732

Encl: As above.

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

1. Secretary, TRAI.
2. CMD MTNL/BSNL.
3. Shri J.L Gupta, Director, National e-Governance Division (NeGD), Ministry of Electronics and Information Technology (MeiTY), Electronics Niketan, New Delhi-110003. The nodal officer may contact Spl. DG Telecom/Addl DG Telecom of respective LSA unit, for concerned States/UTs.
4. Director(T), DGT HQ (respective LSA field may be asked to coordinate with respective Nodal officers and TSPs for implementation of helpline, as and when approached).
5. 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. 16-10/2018-AS-III/ShortCodes/98

Dated: 27.08.2024


To,
All Access Service Providers.

Subject: - Allocation of short code for DigiLocker helpline

The undersigned is directed to convey the allocation of short code '10505' to National e-Governance Division (NeGD) for DigiLocker Helpline, with the following features: -

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access service providers.
- (ii) Accessibility: Un-restricted (to be accessible across India).
- (iii) Metered service: Called Party Pays.
- (iv) Terminating/Mapping number: 1800 889 6511
- (v) Details and contact number of Nodal person: Amit Kumar, Deputy General Manager, Mobile : 7781014264, 9471120137

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


27/08/2024
(Trilok Chandra)
Director (AS-III)
Ph 011-23372063

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

- (i) Secretary, TRAI.
- (ii) CMD MTNL/ BSNL.
- (iii) Shri J.L Gupta, Director, National e-Governance Division (NeGD), 4th Floor, Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi - 03. The nodal officer may contact Spl. DG Telecom/Addl DG Telecom of respective LSA unit, for concerned states/UTs.
- (iv) Director (T), DGT Hq (respective LSA field may be asked to coordinate with respective Nodal officers and TSPs for implementation of helpline, as and when approached)
- (v) A copy for upload on DoT Website