

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

No. 16-02/2023-AS-III/ShortCodes/68

Dated: 02.07.2024

To,

All Access Service Providers,

**Subject: Modification in routing of short code '181' for Delhi.**

In partial modification to DoT's letter dated 24.12.2012 and 28.12.2012 (letters enclosed) regarding short code '181', it is decided to route the calls for short code '181' for Delhi to Toll Free Number as per detail below:

S No.	State/UT	Toll Free Number
1	Delhi	1800-599-1754

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

*Trilok*  
02/07/2024  
(Trilok Chandra)  
Director (AS-III)  
Ph 011-23372063

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

1. Secretary, TRAI.
2. CMD MTNL/BSNL.
3. Shri Abhishek Anand Deputy Secretary, MoW&CD (Sambal Division) Shastri Bhawan, New Delhi vide letter dated 27.06.2024 with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Special DG Telecom/Additional DG telecom of respective LSA.
4. Director (T), DGT HQ, DoT (respective LSA field may be asked to coordinate with TSPs for implementation of helpline, as and when approached)
5. A copy for upload on DoT Website.

-185- 128 JSM 192

Ministry of Communications & IT  
Department of Telecommunications  
Access Services Wing  
Sanchar Bhawan, Ashoka Road, 20, New Delhi-110001

No. 16-3/2011-AS.III/(Part)-2

Dated : 24-12-2012

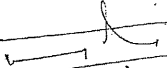
To

All Access Service Providers, Delhi Service Area

**Sub: Allotment of Short Code '181' to GNCT-Delhi as 'Chief Minister help-Line'**

In supersession of this office earlier letter of even no. dated 24.12.2012 regarding allocation of short code '167' to GNCT-Delhi, undersigned is directed to convey the approval of the competent authority for allotment of short code '181' to GNCT of Delhi as 'Chief Minister Help-Line'.

This is a Category-I service with unrestricted accessibility. Further it will be metered service with calling part pays. Immediate action may be taken for opening the number in the access network

  
24/12/12  
Rajiv Kumar  
Dir(AS-II)

Copy to:

Sh. Kulanand Joshi, Addl Secretary to CM, GNCT-Delhi

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No.16-3/2011-AS-III/Vol.1/424  
Government of India  
Ministry of Communications & I.T.  
Department of Telecommunications  
Licensing Cell (AS-III Division)  
Sanchar Bhawan, 20, Ashok Road, New Delhi-1

20, Ashok Road, Sanchar Bhawan,  
New Delhi - 110 001  
Dated the 28<sup>th</sup> December, 2012

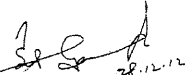
To

All Access Service Providers

Subject: Allocation of Short Code '181' to Govt. of NCT of Delhi as 'Chief Minister Help Line' -  
regarding

Kindly refer to this office letter of even number dated 24<sup>th</sup> December, 2012 for allocation of short code '181' to Govt. of NCT of Delhi as metered (Calling Party Pays) service. On request of Govt. of NCT of Delhi, I am directed to intimate that the short code '181' will be called party Pays (i.e. Toll free to calling party). The necessary bill in this regard may be raised in the name of Secretary, General Admn. Department, Govt. of NCT of Delhi, Delhi Secretariat, I.P. Estate, New Delhi-110 002.

The other contents of earlier letter mentioned above will remain same.

  
(S.P. Ganguly)  
Section Officer(AS-III)

Copy forwarded for information and necessary action to:

1. Secretary, TRAI
2. Secy, DGT(TEC)
3. CMD, BSNL
4. CMD, MTNL
5. O/o Addl. DGP(CAW) [Kind attn: Ms. Aruna Mohan Rao] Police HQ, Jehangirabad, Bhopal; MP-462 008 w.r.t. their letter dated 24.12.2012.
6. Home Secretary, State Govt. of MP, Secretariat Building, Bhopal, for kind information.
7. Dir.(IT), DoT for to uploading on DoT Website.