

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

No. 16-3/2011-AS-III/ Vol.III/48

Dated: 02.05.2024

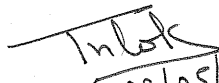
To,

All Access Service Providers.

**Subject: Allocation of short code '1905' to Department of Public Grievances, Civil Secretariat, J&K for Unified Grievance Redressal System in the Union Territory of Jammu and Kashmir, regarding.**

The undersigned is directed to convey the allocation of short code '1905' to Department of Public Grievances, J&K for Unified Grievance Redressal and Monitoring System in the Union Territory of Jammu and Kashmir, with following features are there: -

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access service providers.
  - (ii) Accessibility: Un-restricted (i.e available on STD also).
  - (iii) Metered service: Calling Party Pays
  - (iv) The short code will terminate at: - **0194-2502596**
2. Details of Nodal Person: Azeeta Qureshi, Under Secretary to Government, Department of Public Grievances, J&K Contact No. :- 6006074700
  3. All are requested to take necessary action.
  4. This is issued with the approval of DDG (AS).

  
02/05/2024  
**(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. Azeeta Qureshi, Under Secretary, Department of Public Grievances, Civil Secretariat, J&K PIN Code : 180001. The nodal officer may contact Sr. DDG(LSA), LSA unit, for concerned states/UTs.
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.