

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

No. 16-10/2018-AS-III/Short Code/57/13 10

Dated: 13/08/2019

To,

All Access Service Providers

**Subject: Allotment of short code '1902' as NAVARATHNALU Helpline to Government of Andhra Pradesh**

The undersigned is directed by competent authority to allocate short Code '1902' as NAVARATHNALU Helpline to impart various welfare programs to poor citizens directly under the supervision of CMO, Government of Andhra Pradesh with following features: -

- (i) Category-I: Service (i.e. mandatory service to be provided by all the access providers).
  - (ii) Accessibility: Un-restricted i.e. available on STD also.
  - (iii) Metered Service: (It may be taken as Called Party Pays or Calling Party Pays depending on a separate intimation, to this effect, issued from 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).

*Sk Garg*  
(Sanchit Kumar Garg)  
ADG (AS-III)  
Tel.:011-23372725

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Praveen Prakash, IAS, Resident Commissioner, Govt of Andhra Pradesh Andhra Pradesh Bhawan, 1 Ashoka Road with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, concerned States/UTs.
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.