

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