

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 /71

Dated:21.04.2025

To,

All Access Service Providers.

Subject: - Withdrawal of short code '1090' from Central Police Control Room O/o DCP Communications, Delhi Police.

The DoT had allotted the short code 1090 to all State Govt./UTs for Call Alert (Crime Branch). However, on the request of Delhi Police, the undersigned is directed to convey the withdrawal of short code '1090' with immediate effect for Delhi UT. Further, it should be withdrawn from Delhi region only and this short code will continue in other States/UTs.

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

Digitally signed by
Vaibhav Jain
Date: 21-04-2025
12:40:36

Director (AS-III)
Ph 011-23372488

Encl: As above.

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

1. Secretary, TRAI.
2. Dy. Commissioner of Police; Police Control Room, Old PHQ Building, 6th Floor, ITO, Delhi 110002.
3. Director (T), DGT HQ, DoT
4. A copy for upload on DoT Website.

409054/2019/AS-III

Government of India
Ministry of Communication & Information Technology
Department of Telecommunications
Access Services Wing
20, Ashoka Road, New Delhi-110001

No. 16-3/2011-AS.III/Vol.III (Short Code)/128/ 1220/

Dated 18/12/2014

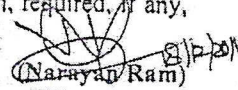
To

All Access Service Providers

Subject:- Allocation of Short code '1090' for Call Alert (Crime Branch)" to all States/UTs- regarding.

In consideration of request of Superintendent of Police, State Police Control Room, Police Headquarters, opp. Azad Maidan, Panaji-Goa, letter No. SP/SPCR/PAN/101/201 dated 16/12/2014, I am directed to convey the approval of competent authority for allocation of Short code '1090' for Call Alert (Crime Branch)" to all State Govt./UTs with following features as under:

- (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: (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. This allocation is made to have uniformity across the Nation. States /UTs may like to use the code for the intended purpose after making necessary arrangements with respect to required infrastructure.
3. All TERM Cells (field units of DoT) shall be nodal offices for co-ordination, required, if any, with Telecom Service Providers to implement the help line.


 (Narayan Ram)
 Section Officer (AS-III)
 Tel.:23036444

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

1. All State Govt./UTs Chief Secretaries (It is requested to appoint a Nodal Officer to co-ordinate with Telecom Service Providers of concerned State/UTs who may be directed to contact with TERM Cells for any help, if needed, to implement the helpline.
2. Secretary, TRAI
3. All Telecom Service Providers.
4. Superintendent of Police, State Police Control Room, Police Headquarters, opp. Azad Maidan, Panaji-Goa, with reference to your letter No. letter No. SP/SPCR/PAN/101/201 dated 16/12/2014 (State Govt. of Goa may use short code '1090' for senior citizen as requested).
5. Director (TERM-I), DoT (HQ). (All TERM Cells may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
6. ADG (IT) with request to kindly upload on DoT Website.