

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

No. 16-1/2017-AS-III/ShortCodes/28

Dated: 23.02.2024


To,
All Access Service Providers.

**Subject: Modification in the short code '1076' to Punjab state e-governance society (PSeGS)
Department of Governance reforms & public grievances, Govt. of Punjab – reg**

In partial modification to DoT letter dated 16.10.2023 (copy enclosed), the undersigned is directed to convey that termination number of short code 1076 allocated to Punjab State e-Governance Society (PSeGS) Department of Governance Reforms & Public Grievances, Govt. of Punjab shall be modified to 0172-4891100 instead of earlier termination number 0120-492551

Earlier termination number	New termination number
0120-4925515	0172-4891100

2. All other features shall remain same.


(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. Sh. Girish Dayalan, IAS, Special Secretary & Director, Governance Reforms and Public Grievances, Govt. of Punjab w.r.t letter dated 19.10.2023 with a request to appoint a nodal officer to implement the helpline. 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.

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

No. 16-2/2017-AS-III/ShortCodes/176


Dated: 16.10.2023

To,
All Access Service Providers.

Subject:- Allocation of short code '1076' to Punjab state e-governance society (PSeGS) Department of Governance reforms & public grievances, Govt. of Punjab - reg.

In partial modification of DoT letter dated 30.01.2014 and 24.10.2017 (copy enclosed), the undersigned is directed to convey the approval of Competent authority to allocate Short code '1076' to Punjab state e-governance society (PSeGS) Department of Governance reforms & public grievances, Govt. of Punjab for Citizen Services with following features:

- a. Category-I: Service (i.e. mandatory service to be provided by all the Access service providers).
 - b. Accessibility: Unrestricted (i.e. available with STD code also) .
 - c. Metering: Called Party Pays
 - d. To terminate Short Code allotted to PRI number 0120-4925515
2. All are requested to take necessary action.
 3. This is issued with the approval of DDG (AS).


(Trilok Chandra)
Director (AS-III)

Encl: As above.

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Sh. Girish Dayalan, IAS, Special Secretary & Director, Governance Reforms and Public Grievances, Govt. of Punjab w.r.t D.O. letter dated 11.10.2023 with a request to appoint a nodal officer to implement the helpline. The nodal officer may contact Sr. DDG(LSA), LSA unit, for concerned states/UTs.
4. Director (T), DGT HQ, (respective LSA field 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.