

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

No. 16-1/2017-AS-III/ Vol.I (Short Code) / 10

Date: 17.01.2024

To,
All Access Service Providers.

Subject: Allocation of short code '1971' for Public Grievances Redressal for Govt. of Meghalaya- Regarding.

The undersigned is directed to convey the allocation of short code '1971' to Govt. of Meghalaya, with following features: -

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers.
- (ii) Accessibility: Restricted within state.
- (iii) Metered service: Called Party Pays
- (iv) The short code will terminate at Toll-Free Number: 1800345 6851

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


17/01/2024
(Trilok Chandra)
Director (AS-III)
011-23372063

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Dr. Vijay Kumar D, Govt. of Meghalaya, Finance Planning CM's Secretariat Urban Affairs Department, MG Road, Secretariat Hills, Shillong, Meghalaya secretariat building Meghalaya 793001. 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 respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
5. A copy for upload on DoT Website.