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

No. 16-3/2009-AS.III (Part)/79/MR  
Dated 20/12/2016

To,

All Access Service Providers.

Subject: - Permission to use the Short Code '1511' for Security Purpose to CISF, Delhi Metro-regarding.

The undersigned is directed to intimate that a Short Code '1511' was allotted for Police Related Service for all Metro Rail Project across the Nation vide DoT letter dated 20/05/2014 (Copy enclosed). DoT vide letter dated 27/10/2016 (copy enclosed) had intimated that CISF may use the same for Security purpose in Delhi Metro.

Accordingly, all Telecom Service Providers are directed to coordinate with CISF, Delhi Metro for implementation of the same 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)

This has the approval of Sr. DDG (AS).

(Sanchit Kumar Garg)  
ADET (AS-III)  
Tel:23036444

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

1. Secretary, TRAI.


3. CMD MTNL/ BSNL.

4. Director (TERM-I), DoT (HQ) (Concerned TERM Cell may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).

5. ADG (IT) with request to kindly upload on DoT Website.