

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

No. 16-02/2023-AS-III/ShortCode/190

Dated: 10.11.2023

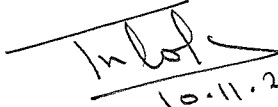
To,  
All Access Service Providers.

**Subject: Modification in routing of short code '181' as 'Chief Minister Helpline' allocated to all State Governments and Union Territories- Reg.**

In partial modification to DoT letters dated 21.5.2013, 02.12.2014, 24.08.2023, 15.09.2023, 03.10.2023 and 31.10.2023 (letters enclosed) through which short code '181' was allocated to all State Governments and Union territories as 'Chief Minister Helpline', it is decided to route the calls for short code '181' to toll free numbers for following state as per details below: -

| S.No. | State            | Toll free number |
|-------|------------------|------------------|
| 01    | Himachal Pradesh | 18005991784      |

2. Routing for all other states shall remain same as earlier.
3. All other features shall remain same.
4. All are requested to take necessary action.
5. 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. Ms. Jyotika, Deputy Secretary to the Government of India, Ministry of Women & Child Development (Sambal Division), Joint Secretary, 620-A wing Shastri Bhawan, New Delhi- vide letter dated 01.11.2023 with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Special DG Telecom/Additional DG Telecom of respective LSA for concerned States/UTs.
4. 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)
5. A copy for upload on DoT Website.