

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

No.16-10/2018/AS-III/Short Codes/ 65

Dated: 21/06/2021

To,
All Access Service Providers.

Subject: Allotment of Short Code 1905 for establishing Chief Minister's Helpline Number for Tripura for Citizen Grievance Redressal system.

Short Code '1905' is allocated for establishing Chief Minister's Helpline Number for Citizen Grievance Redressal system, Government of Tripura. The short code shall have following features as under:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers.
- (ii) Accessibility: Restricted i.e. within local service area.
- (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).
- (iv) The short code shall be mapped on BSNL PRI number 0381-235-0564.

2. All are requested to take necessary action.

SKG
(Sanchit Kumar Garg) 21/06/2021
ADG (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Ms. Tanusree Deb Barua, Secretary, IT, Govt of Tripura, Directorate of Information Technology, ITI Road, Indranagar, Agartala-799006 w.r.t. letter No.F.18(44)/DIT/CM Helpline/2021/4715-17 dated 21.06.2021 with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, concerned States/UTs
4. Director (P&N), DoT (HQ), (respective LSA field unit 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.