

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

No.16-1/2017/AS-III/Short code/413/ 10

Dated: 18/03/2021

To,  
All Access Service Providers.

**Subject: Allotment of short code '1905' to Directorate of Governance Reforms,  
Government of Punjab.**

This is in reference to short code '1905' allocated as Grievance and Redressal thereof to state Government of Punjab vide DoT letter No. 16-3/2013-AS-III/(Part-II)/134/133 dated 27.04.2015 (copy enclosed)

2. In this regard, it is decided to allow Government of Punjab to utilize short code '1905' as Unified state helpline with following features:

- (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: Calling Party pays.
- (iv) The short code shall be mapped on PRI No. 0172-4111905.
- (v) Short code shall be accessible for inbound, outbound as well as for SMS services.

3. All are requested to take necessary action.
4. This is issued with the approval of competent authority.

*SKGarg*  
18.03.2021  
(Sanchit Kumar Garg)  
ADG (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Parminder Pal Singh Sandhu, Additional Secretary, DGR-CUM-Member Secretary, PSeGS, Department of Governance Reforms, Plot No. D241, Industrial Area, Phase-8B, Sector-74, Mohali-160071 w.r.t. letter No. DGR-MISC/20/2020-SM(M)-DGR-DEPT-DGR/1336 dated 03.03.2021, 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.

Digitally signed by SANCHIT

KUMAR GARG

Date:Thu Mar 18 11:53:55 IST

2021

Reason:Approved