

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

No. 16-1/2017-AS-III/ShortCodes/183

Dated:30 /10/2023


To,

All Access Service Providers.

Subject: - Allocation of short code '1076' to Punjab state e-governance society (PSeGS) Department of Governance reforms & public grievances, Govt. of Punjab - reg.

In partial modification of DoT letter dated 16.10.2023 (copy enclosed), the undersigned is directed to convey that metering of short code 1076 allocated to Punjab State e-Governance Society (PSeGS) Department of Governance Reforms & Public Grievances, Govt. of Punjab shall be modified to 'Calling Party Pays' in place of 'Called Party Pays'

2. All other features shall remain same.


30/10/2023
(Trilok Chandra)
Director (AS-III)

Encl: A/a.

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Sh. Girish Dayalan, IAS, Special Secretary & Director, Governance Reforms and Public Grievances, Govt. of Punjab w.r.t letter dated 19.10.2023 with a request to appoint a nodal officer to implement the helpline. The nodal officer may contact Sr. DDG(LSA), LSA unit, for concerned states/UTs.
4. Director (T), O/o DGT HQ, (respective LSA field 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.

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

No. 16-2/2017-AS-III/ShortCodes /176


Dated: 16.10.2023

To,
All Access Service Providers.

Subject:- Allocation of short code '1076' to Punjab state e-governance society (PSeGS) Department of Governance reforms & public grievances, Govt. of Punjab - reg.

In partial modification of DoT letter dated 30.01.2014 and 24.10.2017 (copy enclosed), the undersigned is directed to convey the approval of Competent authority to allocate Short code '1076' to Punjab state e-governance society (PSeGS) Department of Governance reforms & public grievances, Govt. of Punjab for Citizen Services with following features:

- a. Category-I: Service (i.e. mandatory service to be provided by all the Access service providers).
 - b. Accessibility: Unrestricted (i.e. available with STD code also) .
 - c. Metering: Called Party Pays
 - d. To terminate Short Code allotted to PRI number 0120-4925515
2. All are requested to take necessary action.
 3. This is issued with the approval of DDG (AS).


(Trilok Chandra)
Director (AS-III)
16/10/2023

Encl: As above.

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Sh. Girish Dayalan, IAS, Special Secretary & Director, Governance Reforms and Public Grievances, Govt. of Punjab w.r.t D.O. letter dated 11.10.2023 with a request to appoint a nodal officer to implement the helpline. The nodal officer may contact Sr. DDG(LSA), LSA unit, for concerned states/UTs.
4. Director (T), DGT HQ, (respective LSA field 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.

Restricted

Government of India
Ministry of Communication & Information Technology
Department of Telecommunications
Access Services Wing
20, Ashoka Road, New Delhi-110001

No.16-3/2011--AS-III/Vol-I/235/ 795/

Dated: 30.01.2014

To

All Access Service Providers

Subject: Allotment of Short Code (1076) for Chief Minister Public Grievance Redressal System Helpline


In partial modification of DoT letter No.16-3/2009-AS-III/Vol.I/828/ dated 04.11.2009 (copy enclosed), the undersigned is directed to convey the approval of Competent Authority for proper conduct of Telegraphs for:

- i. Allocation of Short Code (1076) for Govt. of NCT, Delhi as Chief Minister Public Grievance Redressal System Helpline for proper conduct of Telegraphs. (The Nodal Officer from the Government of Delhi will be Shri Sandip Ahlawat, Head, State e-mission Team with phone No. 011-23392077 and e-mail id:sait@nic.in).
- ii. Reservation of Short Code (1076) for all other States/UTs as Chief Minister Public Grievance Redressal System Helpline for proper conduct of Telegraphs.

2. The feature of the Short Code (1076) is as stated below:

- (i) Category-I: Mandatory service to be provided by all the Access providers.
- (ii) Accessibility: Un-restricted
- (iii) Metered and Calling Party Pays (for Govt. of NCT, Delhi).

3. All TSPs are requested to take necessary action in view of above.


(Narayan Ram)
S.O. (AS-III)
Tel:011-23036444

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

1. Secretary, TRAI
2. Additional Secretary to CM, Govt. Of NCT, Delhi with respect to D.O. No. 43/ASCM/14 dated 28th January, 2014.
3. Director (S-I), DoT (HQ).
4. ADG (IT), DoT for to uploading on DoT website.



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

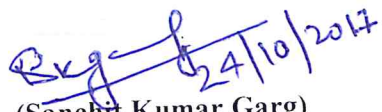
No. 16-1/2017-AS.III-Vol.I(short codes)/17 /792 / Dated :24/10/2017

To,
All Access Service Providers.

Subject:- Allocation of Short Code 1076 for Chief Minister Helpline to Govt. of U.P.

The undersigned is directed to convey the approval for allocation of Short Code '1076' to Govt. of Uttar Pradesh for its Chief Minister Helpline 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 by the agency to which this short code is allocated in furtherance to this DoT instruction).
2. This is issued with the approval of DDG (AS-1).
 3. All are requested to take necessary action.


(Sanchit Kumar Garg)
Assistant Director General (AS-III)
Tel: 011-23372725

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

1. Secretary, TRAI
2. CMD MTNL /CMD BSNL.
3. Addl. Chief Secretary, IT & Electronics Deptt., Govt. of Uttar Pradesh w.r.t your letter No. अर्द्ध०शा०प०सं०-768/78-1-2017-66आई०टी०/2017टी०सी० dated 28/08/2017 (to appoint a nodal officer to implement the helpline. The Nodal officer may contact DDG (TERM), TERM Cell, Lucknow).
4. Director (TERM-I), DoT (HQ) (respective TERM Cell-Lucknow 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.