

**AT ONCE**

F.No.16-3/2011-AS.III/Vol.III/107/1191  
Government of India  
Ministry of Communication & IT  
Department of Telecommunications  
AS Wing

Dated the 2<sup>nd</sup> December, 2014

To

All Access Service Providers

Subject: Allocation of short code '181' to all State governments and Union territories as 'Chief Minister Helpline'.

This has reference to DoT letter No.16-3/2011/AS.III/Vol.(III)/69/565 dated 21<sup>st</sup> May, 2013 (copy enclosed) on the above mentioned subject.

2. The undersigned is directed to state that:

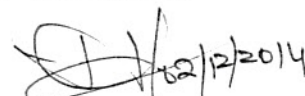
(i) All Access Service Providers shall ensure that the calls originated for '181' in a State/Union Territory should be terminated only in the Call Centre of that State/Union Territory.

(ii) Further this facility shall also be extended to all roaming subscribers while roaming like calls to the police.

(iii) For a roaming subscriber, the calls originated for '181' shall also be routed to the call centre of the State/UT as per location of roaming subscriber, for example, if a subscriber of Uttar Pradesh is roaming in Delhi and makes a call to '181' then this call should land up at the Call Centre set up in Delhi for this purpose.

(iv) In case Call Centre has not been set up by any State/Union Territory for this purpose, the call should not be terminated in any other State/Union Territory.

(v) A compliance report in this respect may kindly be sent to this office by 10<sup>th</sup> December, 2014 positively.



(Narayan Ram)

Section Officer (AS-III)

Tel.:23036444

Copy to:

1. Additional Secretary, Ministry of Women and Child Development, Government of India – for kind information please.
2. Secretary, TRAI
3. All TERM Cells are requested to ensure compliance of this direction
4. Joint Secretary(T), DoT, HQ
5. Director (TERM-I), DoT, HQ

6. ADG (IT), with request to kindly 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-III/69/565

Dated: 21.05.2013

To,  
All Access Service Providers

**Subject: Allocation of Short Code '181' to all State Government and Union Territories as 'Chief Minister Help Line'**

I am directed to convey the approval of Competent Authority for Allocation of Short Code '181' to all State Government and Union Territories as 'Chief Minister Help Line'.

The feature of the Helpline is as stated below:

- (iv) Toll Free: a metered service where Called Party Pays.
- (v) Category-I: Mandatory service to be provided by all the Access providers.
- (vi) Unrestricted: Accessible from anywhere, national or international.

2. In this regard, following is also stated:

- A. Vide this office D.O. letter dated 25.1.2013 written by Hon'ble MOC & IT Sh. Kapil Sibal to all Chief Ministers. Hon'ble MOC&IT, all State Government & UTs have been urged to start a Helpline service on Code '181' similar to Chief Minister Helpline facility started by Government of National Capital Territory who is using this service as "women in distress helpline".
- B. Also as per NNP-2003, two short codes namely 1091 (Women crises Response Centre) and 1092 (Women Helpline) are also additionally available as options for state Police force to utilize for purposes stated.

*Subhash*  
21.5.13  
(Subhash Chandra Kesarwani)  
Assistant Director General (AS-III)  
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E-Mail: [adgas3.hq-dot@nic.in](mailto:adgas3.hq-dot@nic.in)

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

1. Secretary, TRAI
2. Sr. DDG (TEC)
3. CMD, MTNL
4. CMD, BSNL.
5. Chief Secretaries, All State Government. /UTs
6. Home Secretary, All State Government./UTs