

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-II(Part)/25/1118

Dated 11/09/2014

To

All Access Service Providers

Subject:- Allocation of Short Code '1036' as Scheduled Caste/Scheduled Tribes Helpline to all State/UTs regarding.

I am directed to convey the approval of competent authority for allocation of Short Code '1036' as Scheduled Caste/Scheduled Tribes Helpline to all States /UTs with features as under:

- (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 from the agency to which this short code is allocated in furtherance to this DoT instruction).

2. All are requested to take necessary action.



(Narayan Ram)

Section Officer (AS-III)

Tel.:23036444

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

1. All State Govt./UTs Chief Secretaries. (It is requested to appoint a Nodal Officer (s) to co-ordinate with Telecom Service Providers of concerned State/UTs).
2. Secretary, TRAI.
3. Co-ordinator National Commission for Scheduled Castes, Govt. of India, 5th floor, Loknayak Bhawan, Khan Market, New Delhi-110003 with reference to letter No. I/MTNL/NCSC/2014 dated 23/07/2014 with a request to kindly circulate this instruction to all State/UTs. They may further be requested to appoint a nodal officer to implement the helpline.
4. Director (TERM-I), DoT (HQ). (~~All TERM Cells may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).~~
5. ADG (IT) with request to kindly upload on DoT website.