

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

F.No. 16-3/2013-AS-III Vol-III/(Short Codes)/168/ 29]

Dated 02/02/2016

To

All Access Service Providers

Subject:- Allocation of Short Code "1091" (Women Helpline) for SMS Based Service to all State Govt./UTs

On subject mentioned above, kindly refer to attached DoT instructions dated 05/05/2014 (copy enclosed) allocating short code '1091' for "Women Helpline" to all States/UTs with following features:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access Service Providers.
- (ii) Accessibility: Un-restricted i.e. available on STD also.
- (iii) Metered Service

2. In continuation of DoT instructions dated 05/05/2014, the undersigned is directed to convey approval of Competent Authority for usage of Short Code "1091" for SMS Based Services also to all State/UTs with features mentioned above.

3. All TSPs are requested to take necessary action.
4. Hindi version will follow.

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02/02/2016

(Sanchit Kumar Garg)
Assistant Divisional Engineer Telecom (AS-III)
Tel: 011-23710488
E-Mail: sanchitk.garg@gov.in

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 to co-ordinate with Telecom Service Providers of concerned State/UTs).
2. Secretary, TRAI
3. Secretary, Ministry of Home Affairs, North Block, New Delhi-110001.
4. Additional Director General of Police, CID Haryana, Panchkula (Haryana) with reference to your letter No.06/TAW dated 06/01/2016.
5. CMD MTNL/ BSNL.
6. Director (S-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).
7. Dir. (OL), DoT HQ with request to provide Hindi version of this letter to ADG (IT) for uploading on DoT Website.
8. ADG (IT) with request to kindly upload on DoT Website.

Priority

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

No. 16-3/2013-AS.III/Part-III/157.894

Dated 05/05/2014


To

All Access Service Providers

Subject:- Allocation of Short Code '1091' as Women Helpline to all State Govt./UTs regarding.

I am directed to convey the approval of competent authority for allocation of Short Code '1091' for Women Helpline to all State Govt./UTs with following 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.


(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 to co-ordinate with Telecom Service Providers of concerned State/UTs).
2. Secretary, TRAI
3. Secretary, Ministry of Home Affairs, North Block, New Delhi-110001.
3. CMD MTNL/ BSNL.
4. Director (S-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.