

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/38/.961

Dated 02/07/2014


To

All Access Service Providers

Subject:- Allocation of Short Code '1916' to all States / UTs as "Drinking Water Supply" Helpline.

I am directed to convey the approval of competent authority for allocation of Short Code '1916' as Drinking Water Supply Helpline to all States/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: (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. Assistant Commissioner (GAB), Delhi Jal Board; Govt of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, New Delhi with reference to letter No. DJB/GAB-CCR/2014/D-2-224.
4. CMD MTNL/ BSNL.
5. 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).
6. ✓ ADG (IT) with request to kindly upload on DoT Website.