

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

No. 16-02/2023-AS-III/ShortCodes/169

Dated: 15-09-2023

To,  
All Access Service Providers,

**Subject: Modification in routing of short code '181' as 'Chief Minister Helpline' allocated to all State Governments and Union territories-regarding.**

In partial modification to DoT letters 21.05.2013, 02.12.2014 and 24.08.2023 (letters enclosed) through which short code '181' was allocated to all State Governments and Union territories as 'Chief Minister Helpline', it is decided to route the calls for short code '181' to Toll Free Numbers for ten (10) more States/ UTs i.e. Puducherry, Andhra Pradesh, Kerala, Tripura, Jharkhand, Lakshadweep, Maharashtra, Assam, , Nagaland and Dadra & Nagar Haveli as per details below:

S No.	State/UT Toll Free Number	Toll Free Number
1	Puducherry	1800-599-1703
2	Andhra Pradesh	1800-599-1704
3	Kerala	1800-599-1734
4	Tripura	1800-599-1741
5	Jharkhand	1800-599-1742
6	Dadra & Nagar Haveli	1800-599-1713
7	Lakshadweep	1800-599-1753
8	Maharashtra	1800-599-1764
9	Assam	1800-599-1801
10	Nagaland	1800-599-1803

2. Routing for all other states shall remain same as earlier.
3. All other features shall remain same.
4. All are requested to take necessary action.
5. This is issued with the approval of DDG(AS).

I/3127035/2023

Signed by Sanchit Kumar  
Garg  
Date: 15-09-2023 09:08:18  
Reason: (Sanchit Kumar Garg)  
Approved  
ADG (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Dr. Preetam B. Yashvant, Joint Secretray, MoW&CD (Sambal Division) vide letter dated 06.09.2023 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 (NT), 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  
20, Ashoka Road, New Delhi-110001  
(Access Services Wing)

No. 16-02/2023-AS-III/ShortCodes/44/

Dated: 24.08.2023

To,

All Access Service Providers,

**Subject: Modification in routing of short code '181' as 'Chief Minister Helpline' allocated to all State Governments and Union territories-regarding.**

In partial modification to DoT letters 21.05.2013 and 02.12.2014 (letters enclosed) through which short code '181' was allocated to all State Governments and Union territories as 'Chief Minister Helpline', it is decided to route the calls for short code '181' to Toll Free Numbers for eleven (11) States/ UTs i.e. Chandigarh, Goa, Arunachal Pradesh, Bihar, Ladakh, Mizoram, Haryana, Telangana, Tamil Nadu, Sikkim and Meghalaya as per details below:

S No.	State/UT	Toll Free Number
1	Chandigarh	1800-599-1701
2	Goa	1800-599-1702
3	Arunachal Pradesh	1800-599-1711
4	Bihar	1800-599-1712
5	Ladakh	1800-599-1721
6	Mizoram	1800-599-1722
7	Haryana	1800-599-1723
8	Telangana	1800-599-1731
9	Tamil Nadu	1800-599-1732
10	Sikkim	1800-599-1733
11	Meghalaya	1800-599-1751

2. Routing for all other states shall remain same as earlier.
3. All other features shall remain same.
4. All are requested to take necessary action.
5. This is issued with the approval of DDG (AS).

*Trilok*  
*24/08/2023*

(Trilok Chandra)  
Director(AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Dr. Preetam B. Yashvant, Joint Secretray, MoW&CD vide letter dated 17.08.2023 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 (NT), 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.

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**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:

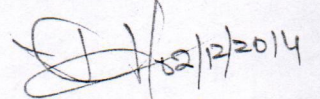
(i) All Access Service Providers shall ensure that the calls originated for '181' in a State/Union Territory should be terminated only in the Call Centre of that State/Union Territory.

(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

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Restricted

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

Dated: 21.05.2013

No.16-3/2011-AS-III/Vol-III/69/565

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)  
Tel:011-23372644  
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

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7. D.G.P., All States Govt. /UTs
  8. DDG (TERM), all State TERM Cell.
  9. Director (S-I), DoT (HQ) with a request to kindly circulate the sanction to TERM Cells, please
  10. ✓ Dir (IT), DoT for to uploading on DoT website.

Subhash  
21.5.13  
(Subhash Chandra Kesarwani)  
Assistant Director General (AS-III)  
Tel: 011-23372644  
E-Mail: adgas3.hq-dot@nic.in

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21/5