

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

No.16-01/2017/AS-III Vol-I/(Short Codes)/165/72

Dated: 01.05.2023

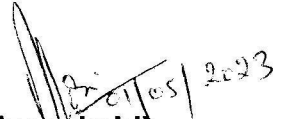
To,
All Access Service Providers.

Subject: Allocation of Short Code '181' for Chief Minister's Grievance Cell for Government of West Bengal.

This is in partial modification to DoT letter No.16-3/2011/AS-III/Vol-III/69/565 dated 21.5.2013 (copy enclosed) through which short code '181' was allocated as Chief Minister Helpline to all State/UTs.

2. In this regard, it is decided to modify metering of short code '181' as Calling Party Pays instead of Called Party Pays in West Bengal State.
3. The short Code shall be terminated on PRI No. 033-66506650.
4. All other features shall remain same.
5. All are requested to take necessary action.
6. This is issued with the approval of competent authority.

Encls:-as above.


(Meenakshi)
SO (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Deputy Secretary, Govt of West Bengal, P&AR Department,(e-Governance Cell),5, Council House Street(3rd Floor),Kolkata-700001 w.r.t. letter No. 96-PAR/e-Gov/IT-04/2022 dated 25.4.2023 with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, concerned States/UTs.
4. Director (NT), DGT (HQ), (respective LSA field unit 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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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

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
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