

**Government of India  
Department of Telecommunications  
Access Services Wing  
20, Ashoka Road, New Delhi-110001**

No. 16-1/2017-AS-III/Short Code/435/ 125

Dated: 02/09/2021

To,  
All Access Service Providers.

**Subject: - Permission of Calling Line Identification (CLI) for calls made from 1902 call centre.**

This is in partial modification to earlier DoT Letter No. 16-10/2018-AS-III/Short code/57/1310 dated 13.08.2019 (copy enclosed) through which short code '1902' was allocated for NAVARATHNALU Helpline to impart various welfare programs to poor citizens directly under the supervision of CMO, Government of Andhra Pradesh.

2. Now, it is decided that CLI for NAVARATHNALU Helpline shall be transmitted as '1902' for outbound calls in addition to the features mentioned vide DoT letter dated 13.08.2019 to impart various welfare programs to poor citizens directly under the supervision of CMO, Government of Andhra Pradesh.

3. All are requested to take necessary action.

Encl: A/a.

*SKgarg*  
(Sanchit Kumar Garg)  
ADG (AS-III)  
02.09.2021

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

1. Secretary, TRAI.
2. CMD MTNL /CMD BSNL.
3. The Principal Secretary to Government, IT, E&C Department, 4<sup>th</sup> Block, 1<sup>st</sup> Floor, Andhra Pradesh Secretariat, Velagapudi, Andhra Pradesh w.r.t your letter No. ITCO1-COOROGOIM/10/2021-COMMUNICATIONS dt. 04.08.2021, to appoint a nodal officer to implement the outgoing CLI facility. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, Andhra Pradesh.
4. Director (P&N), DGT HQ, DoT (respective LSA Unit may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of outgoing CLI facility as and when approached).

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

No. 16-10/2018-AS-III/Short Code/57/13 10

Dated: 13/08/2019

To,  
All Access Service Providers

Subject: Allotment of short code '1902' as NAVARATHNALU Helpline to Government of Andhra Pradesh

The undersigned is directed by competent authority to allocate short Code '1902' as NAVARATHNALU Helpline to impart various welfare programs to poor citizens directly under the supervision of CMO, Government of Andhra Pradesh with following features: -

- (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.
  3. This is issued with the approval of DDG (AS).

*S. Garg*  
(Sanjit Kumar Garg)  
ADG (AS-III)  
Tel.:011-23372725

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Praveen Prakash, IAS, Resident Commissioner, Govt of Andhra Pradesh Andhra Pradesh Bhawan, I Ashoka Road 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 (P&N), DoT (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.