

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

No. 16-1/2017-AS-III/Short Codes/450/ 23

Dated: ...-01-2022

To: **All Access Service Providers.**

Subject: - Allocation of Short Code '181' for Chief Minister Helpline.

This is in partial modification to DoT letter No. 16-1/2017-AS-III/Short codes/387/1581 dated 06.10.2020 (copy enclosed) vide which the short code '181' was allocated as Chief Minister Helpline to Public Service Management Department, Government of Madhya Pradesh. In this regard, the short code '181' may now be read as "Metered Service: Calling Party Pays instead of earlier Metered Service: Called Party Pays".

2. All other features shall remain same.
3. All are requested to take necessary action.

Signed by Sanchit Kumar Garg

Date: 31-01-2022 12:16:06

(Sanchit Kumar Garg)
 Assistant Director General (AS-III)
 E-Mail: sanchitk.garg @gov.in

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

1. Secretary, TRAI.
2. CMD MTNL /CMD BSNL.
3. Director (Admn.), State Agency for Public Service, Madhya Pradesh, Fourth Floor, Pustak Bhavan, Ares Hills, Bhopal w.r.t. letter No. 1508/ADMIN/SAPS/2021 dated 23.12.2021 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.

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Ministry of Communications
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Access Services Wing
20, Ashoka Road, New Delhi-110001

No. 16-1/2017-AS-III/Short Codes/387/

Dated:06/10/2020

To,
Principal Secretary,
Public Service Management Department,
Mantralaya, Vallabh Bhavan,
Annex-II, 5th Floor,
Bhopal-462004

Subject: Request for Non-Metered (Free of charge) service for MP CM Helpline '181' a citizen's centric service delivery centre.

This is in reference to DO No. 558/881/2020/PSMD/61-1 dated 14.09.2020 requesting to make short code '181' allocated as Chief Minister Helpline be registered under 'Non-Metered' (Free of charge) service.

2. In this regard, it is stated that short code '181' is allocated as Chief Minister Helpline to all State/UTs vide DoT letter No. 16-3/2011-AS-III.Vol.III/107/1191 dated 02.12.2014 and 16-3/2011-AS-III.Vol.III/69/565 dated 21.05.2013 (copy enclosed) with following features:

- i. Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
- ii. Accessibility: Un-restricted.
- iii. Metered Service: Called Party Pays

3. Since, above short code is allocated with metering as Called Party Pays, cost of the calls made on '181' are borne by the called Party (in this case Govt of Madhya Pradesh) not by the caller i.e subscriber. So, there will be no burden on the citizen in utilizing the services of '181'.

4. This is issued with the approval of competent authority.

S. Garg
06.10.2020
(Sanjit Kr. Garg)
Assistant Director General (AS-III)

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 2nd 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 21st 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 10th 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

6. A.D.G. (IT), with request to kindly upload on DoT website.



Restricted

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

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

Dated: 21.05.2013

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