

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

No. 16-03/2011-AS-III/Vol.II/150|979

Dated: 11/05/2018

To,  
All Access Service Providers.

**Subject: Allocation of short code for MyGov for enhanced citizen engagement regarding.**

The undersigned is directed to convey the approval for allocation of Short Code '1921' to MyGov for both Voice and SMS 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) Non-Metered Service.
  - (iv) 2-way Communication (short code can be used as sender ID).
2. This short code will be integrated with the NIC SMS platform.
  3. All are requested to take necessary action.
  4. This is issued with the approval of DDG (AS).

  
(Sanchit Kumar Garg)  
Assistant Director General (AS-III)  
Tel: 011-23372725

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Shri Arvind Gupta, CEO, myGov, 3<sup>rd</sup> Floor, Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi-110003 w.r.t your letter no. 9(2)/2015-MyGov dated 09-05-18. with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Cell, Delhi.
4. Director (P&N), DoT (HQ) (LSAs 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.