

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

No. 16-3/2013AS.III/ (Part-II)/134/132

Dated: 27 /04/2015

To

All Access Service Providers

**Subject:- Allocation of Short Code '1905' for "Grievance and Redressal thereof"
to State Government of Punjab.**

I am directed to convey the approval of competent authority for allocation of Short Code "1905" to State Government of Punjab with features as under:

- (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).


27/4/15
(Sanchit Kumar Garg)
ADET (AS-III)
Tel.:23036444

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

1. Secretary, TRAI.
2. Shri H.S.Kandhola, Director, State Government of Punjab, Department of Governance Reforms (with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact DDG(TERM), TERM Cell Punjab to help, if any.).
3. DDG (TERM), Punjab.
4. Director (TERM-I), DoT (HQ).
5. ADG (IT) with request to kindly upload on DoT Website.