

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

No. 16-03/2011-AS-III/Vol.II/255/ 1664)

Dated: /12/2020

To,

Joint Secretary , Meity
Electronics Niketan, 6 CGO complex
New Delhi 110003

Subject: Addition of IVRS Outbound Call service to short code 166 of Ministry of IT and Electronics-Reg.

This is in partial modification to earlier DoT Letter No. 16-03/2011-AS-III/Vol-I/314 dated 02.09.2014 (copy enclosed) through which short code '166' was allocated to MeitY for its Helpline for m-Governance services. Now, the undersigned is directed to convey the approval of competent authority to allow short code '166' for IVRS outbound calls also in addition to the features mentioned vide DoT letter dated 02.09.2014 to provide advisories and notifications such as COVID-19 health advisory, government notifications, ministry messages, information/communication from government bodies to deal with fake news and rumours to citizens of India.

2. All are requested to take necessary action.
3. This is issued with the approval of DDG (AS).

Encl:as above


12/12/20
(R.K. Soni)
Director (AS-III)

Copy for information :

1. All Access service providers
2. Secretary, TRAI.
3. CMD MTNL/ BSNL.
4. Director (P&N), DoT (HQ).
5. A copy for upload on DoT Website.

314/c
(12)

No.16-3/2011--AS-III/Vol-I/314/

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

Dated: 02.09.2014

To

All Access Service Providers

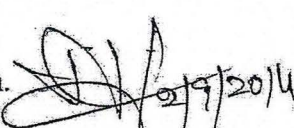
Subject: Re-allocation of Short Code (166) and USSD code (*166#) to Department of Electronics & Information Technology, Government of India for m-Governance Services

In supersession of all earlier instructions regarding allocation of Short Code and USSD code to Department of Electronics & Information Technology, Government of India, Approval of Competent Authority is hereby conveyed towards re-allocation of Short Code (166) and USSD code (*166#) to Department of Electronics & Information Technology for m-Governance Services. This re-allocation is to take into account 3GGP standards which allows only for two or three digits USSD codes only.

2. The features of Short Code (166) and USSD code (*166#) is as under:

- (i) Category-I: Mandatory service to be provided by all the Access providers.
- (ii) Un-restricted i.e., accessible from outside the SDCA also. This service shall be available without STD Code;
- (iii) Metered and Calling Party Pays.

3. All Access Service Providers are requested to take immediate necessary action.


(Narayan Ram)

S.O. (AS-III)

Tel:011-23036444

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

1. Secretary, TRAI
2. Sr. DDG (TEC)
3. Secretary, Department of Electronics & IT, Ministry of Communications & IT, Government of India.
4. Director General, NIC with reference to letter No. NIL dated 02 Dec 2013.
5. Shri Srivatsa Krishna, Secretary, IT, Biotechnology, Science & Technology Secretary, e-Governance, 6th Floor, Gate No. 5, M.S. Building, Dr. B.R. Ambedkar Veedhi, Bangalore-560001
6. Dr. Rathan Kelkar, CEO, Centre for e-Governance, State Government of Karnataka.
7. Director (TERM-I), DoT (HQ), (All TERM Cells may be asked to coordinate with respective Nodal Officer and TSPs for implementation of Helpline, as and when approached).
8. ADG (IT), DoT for to uploading on DoT website.