

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

No. 16-10/2018-AS-III/ShortCodes/313/ 211

Dated: 14-12-2021

To,
All Access Service Providers.

Subject: - Allocation of Short Code '1076' for Chief Minister Public Grievance Redressal System Helpline.

This is in partial modification to DoT letter No. 16-3/2011-AS-III/Vol-I/235/795 dated 30.01.2014 (copy enclosed) allocating short code '1076' as Chief Minister Public Grievance Redressal System Helpline for proper conduct of Telegraphs to Government of NCT of Delhi. In this regard, the undersigned is directed by competent authority to state that short code '1076' may now be read as "Metered Service: Called Party Pays".

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

Encl:-as above

Signed by Sanchit Kumar
Garg
Date: 14-12-2021 16:00:27
Reason: Approved
(Sanchit Kumar Garg)
ADG(AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL /CMD BSNL.
3. Shri L.R. Singh, Dy. Director/HOO(AR), Government of NCT of Delhi, 7th Level, C Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002 w.r.t. letter No. F.20/08/2021/AR/6132 dated 03.12.2021 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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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-I/235/795/

Dated: 30.01.2014

To

All Access Service Providers

Subject: Allotment of Short Code (1076) for Chief Minister Public Grievance Redressal System Helpline

In partial modification of DoT letter No.16-3/2009-AS-III/Vol.I/828/ dated 04.11.2009 (copy enclosed), the undersigned is directed to convey the approval of Competent Authority for proper conduct of Telegraphs for:

- i. Allocation of Short Code (1076) for Govt. of NCT, Delhi as Chief Minister Public Grievance Redressal System Helpline for proper conduct of Telegraphs. (The Nodal Officer from the Government of Delhi will be Shri Sandip Ahlawat, Head, State e-mission Team with phone No. 011-23392077 and e-mail id:sait@nic.in).
- ii. Reservation of Short Code (1076) for all other States/UTs as Chief Minister Public Grievance Redressal System Helpline for proper conduct of Telegraphs.

2. The feature of the Short Code (1076) is as stated below:

- (i) Category-I: Mandatory service to be provided by all the Access providers.
- (ii) Accessibility: Un-restricted
- (iii) Metered and Calling Party Pays (for Govt. of NCT, Delhi).

3. All TSPs are requested to take necessary action in view of above.


(Narayan Ram)

S.O. (AS-III)

Tel:011-23036444

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

1. Secretary, TRAI
2. Additional Secretary to CM, Govt. Of NCT, Delhi with respect to D.O. No. 43/ASCM/14 dated 28th January, 2014.
3. Director (S-I), DoT (HQ).
4. ADG (IT), DoT for to uploading on DoT website.

