

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

No. 16-02/2023-AS-III/ShortCodes/44/

Dated: 24.08.2023

To,

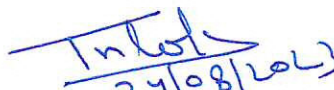
All Access Service Providers,

Subject: Modification in routing of short code '181' as 'Chief Minister Helpline' allocated to all State Governments and Union territories-regarding.

In partial modification to DoT letters 21.05.2013 and 02.12.2014 (letters enclosed) through which short code '181' was allocated to all State Governments and Union territories as 'Chief Minister Helpline', it is decided to route the calls for short code '181' to Toll Free Numbers for eleven (11) States/ UTs i.e. Chandigarh, Goa, Arunachal Pradesh, Bihar, Ladakh, Mizoram, Haryana, Telangana, Tamil Nadu, Sikkim and Meghalaya as per details below:

S No.	State/UT	Toll Free Number
1	Chandigarh	1800-599-1701
2	Goa	1800-599-1702
3	Arunachal Pradesh	1800-599-1711
4	Bihar	1800-599-1712
5	Ladakh	1800-599-1721
6	Mizoram	1800-599-1722
7	Haryana	1800-599-1723
8	Telangana	1800-599-1731
9	Tamil Nadu	1800-599-1732
10	Sikkim	1800-599-1733
11	Meghalaya	1800-599-1751

2. Routing for all other states shall remain same as earlier.
3. All other features shall remain same.
4. All are requested to take necessary action.
5. This is issued with the approval of DDG (AS).


(Trilok Chandra)
Director(AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Dr. Preetam B. Yashvant, Joint Secretray, MoW&CD vide letter dated 17.08.2023 with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, for concerned States/UTs.
4. Director (NT), O/o DGT HQ, (respective LSA field 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.