

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

No.16-10/2018-AS-III/Short code/317/214

Dated: 15/12/2021

To,
All Access Service Providers.

Subject: Permission of Calling Line Identification (CLI) for calls made from 1902 call center.

This is in partial modification to earlier DoT letter No. 16-10/2018-AS-III/Short Code/233/29 dated 12.4.2020 (copy enclosed) vide which short code '1902' was allocated as iPGRS helpline to Centre for e-Governance, DPAR (e-Governance), Government of Karnataka to address grievance redressal systems of the various departments.

2. Now, it is decided to allow CLI for iPGRS Helpline to be transmitted as '1902' for outbound calls in addition to the features mentioned vide DoT letter dated 12.04.2021 for citizen centric services for effective handling of grievances under the supervision of CMO, Government of Karnataka.

3. All are requested to take necessary action.

**Signed by Sanchit Kumar
Garg**

Date: 15-12-2021 14:47:53

**Reason: Approved
(Sanchit Kumar Garg)**

ADG (AS-III)

Encl: As above

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Rajeev Chawla, IAS, Additional Chief Secretary to Government, Department of Personnel and Administrative Reforms (e-Governance) and Director, Sakala Mission, Karnataka Government Secretariat, Room No. 106, 1st Floor, 2nd Gate, M.S. Building, Bengaluru-560001 w.r.t. DO No. DPAR(e-Gov) 116 ACS 2021 dated 30.03.2021, 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.

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

No.16-10/2018-AS-III/Short code/233/ 29 /

Dated: 12/04/2021

To,

All Access Service Providers.

Subject: Allotment of short code '1902' as iPGRS helpline to centre for e-Governance, DPAR (e-Governance), Government of Karnataka.

Short code '1902' is allocated as iPGRS helpline to Centre for e-Governance, DPAR (e-Governance), Government of Karnataka which will subsume all individual grievance redressal systems of the various departments except those which are either of covered organization of emergency grievance system like health, electricity redressal system. The short code shall have following features:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers.
 - (ii) Accessibility: Restricted i.e. within local service area.
 - (iii) Metered Service: (It may be taken as Called Party Pays or Calling Party Pays depending on intimation, to this effect, issued by the agency to which this short code is allocated in furtherance to this DoT instruction)
2. All are requested to take necessary action.

Siggar
(Sanchit Kumar Garg)
ADG (AS-III)
12.04.2021

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Rajeev Chawla, IAS, Additional Chief Secretary to Government, Department of Personnel and Administrative Reforms (e-Governance) and Director, Sakala Mission, Karnataka Government Secretariat, Room No. 106, 1st Floor, 2nd Gate, M.S. Building, Bengaluru-560001 w.r.t. DO No. DPAR(e-Gov) 116 ACS 2021 dated 30.03.2021, 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).

Digitally signed by SANCHIT KUMAR GARG
A copy for upload on DoT Website.

Date: Mon Apr 12 16:24:21 IST

2021

Reason: Approved