

509019/2021/AS-III

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

No. 16-03/2013-AS-III/479/

Dated: 25/05/2021

To,

All Access Service Providers.

Subject: Allotment of short code '1905' for establishing a Call Centre for Citizen Grievance Redressal Portal of Government of Telangana.

Short code '1905' is allocated as Citizen Grievance Redressal System Helpline called Janahitha to make government services transparent, responsive and user friendly to the Citizens to Information Technology, Electronics & Communications Department, Government of Telangana. The short code shall have following features as under:

- i. Category-I: Service (i.e. mandatory service to be provided by all the Access providers.
- ii. Accessibility: Restricted i.e. within State only.
- 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.

S.K. Garg
(Sanchit Kumar Garg)
ADG (AS-III)
25.05.2021

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Secretary, Information Technology, Electronics &, Communications Department, 5th Floor, D Block, Burgula Rama Krishna Rao (BRKR) Bhawan, Telangana Secretariat, Hyderabad-500029, Talangana with a request to appoint a nodal officer to implement the helpline. The email id is secy_itc@telangana.gov.in and contact detail is 040-23456401. The nodal office may contact Sr.DDG(LSA), LSA unit, concerned State/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.