

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

No.16-1/2017/AS-III/Short Codes/472/86

Dated: 21 /03/2022

To,

All Access Service Providers,

Subject: Allocation of Short Code '1941' to Department of Information Technology, Electronics & Communications, Government of Telangana.

Short code '1941' is allocated to be utilized for the Centralized Call Centre to have a RTI Online application to make Government Services transparent, responsive and user friendly to the citizens to Information Technology, Electronics & Communications Department, Government of Telangana with following features as:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
- (ii) Accessibility: Restricted i.e. within Telangana State.
- (iii) Metered Service: (It may be taken as Called Party Pays or Calling Party Pays depending on a separate intimation, to this effect, issued from the agency to which this short code is allocated in furtherance to this DoT instruction).

2. All are requested to take necessary action.

**Signed by Sanchit Kumar
Garg**
Date: 21-03-2022 13:04:48
(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 Jayesh Ranjan, Principal Secretary to Government, Information Technology, Electronics & Communications Department, D-Block, 5th Floor, BRKR Bhavan, Telangana Secretariat, Hyderabad-500022 w.r.t. letter No. 17/ITEC-SeMT/2018 dated 02.03.2022 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), DGT (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.