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

No. 16-01/2023-AS-III/ShortCodes/212 Dated:15.12.2025

To,
All Access Service Providers

Subject: Change in the mapping/termination number of Short Code '1916' for Bangalore Water Supply And Sewerage Board-reg.

In considering the request of Bangalore Water Supply and Sewerage Board, it has been decided to change the mapping/termination number of Water Supply and Sewerage Management Helpline short code '1916' (issued vide DoT letter dated 02.07.2014) **specifically for Bangalore city** as follows:

S. No.	Earlier Mapping/ Termination Details		New Mapping/ Termination Details		Contact Details of the Nodal Person
	Terminating Number	TSP	Terminating Number	TSP	Name: Ashwini D H, AEE(MIS)-1 Mobile No: 8951026806
1	08022111885	BSNL	8041947160	TATA	

2. All other features will remain the same.

3. All are requested to take necessary action.

4. This is issued with the approval of DDG (AS).

Digitally signed by Vaibhav Jain
Date: 15-12-2025 13:12:34

Encl: As Above.

Director (AS-III)

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

1. Secretary, TRAI.
2. Chief Engineer, HJOffice of the Chief Engineer (Design & Q A), Bangalore Water Supply And Sewerage Board, 9th Floor, Cauvery Bhavan, Kempegowda Road, Bangalore- 560009 Email- aeemis1@bwssb.gov.in.
3. Director (T), DGT HQ, DoT (respective LSA field may be asked to coordinate with TSPs for implementation of helpline).
4. A copy for upload on DoT Website.

Government of India
Ministry of Communication & Information Technology
Department of Telecommunications
Access Services Wing
20, Ashoka Road, New Delhi-110001

No. 16-3/2013-AS.III/ Part-III/38/.961 Dated 02/07/2014

To

All Access Service Providers

Subject:- Allocation of Short Code '1916' to all States / UTs as "Drinking Water Supply" Helpline.

I am directed to convey the approval of competent authority for allocation of Short Code '1916' as Drinking Water Supply Helpline to all States/UTs with following features as under:

(i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers.

(ii) Accessibility: Un-restricted i.e. available on STD also.

(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.

(Narayan Ram)
Section Officer (AS-III)
Tel.:23036444

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

1. All State Govt./UTs Chief Secretaries. (It is requested to appoint a Nodal Officer(s) to co-ordinate with Telecom Service Providers of concerned State/UTs).
2. Secretary, TRAI
3. Assistant Commissioner (GAB), Delhi Jal Board; Govt of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, New Delhi with reference to letter No. DJB/GAB-CCR/2014/ D-2-224.
4. CMD MTNL/ BSNL.
5. Director (TERM-I), DoT (HQ). (All TERM Cells may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
6. ADG (IT) with request to kindly upload on DoT Website.