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

No. 16-10/2018-AS-III/Short Code/ 83 Dated:14.05.2025

To,

All Access Service Providers.

Subject: -Allocation of short code '1931' to I4C, MHA for National Cybercrime Helpline inquires.

The undersigned is directed to convey the allocation of short code '1931' to I4C, MHA for National Cybercrime Helpline inquires with following features: -

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

ii. Accessibility: Unrestricted (i.e. to be available on STD also)

iii. Metered Service: Called party pays.

iv. To terminate Short Code at: -The details of numbers on which the short code will terminate will be provided by the I4C nodal person in coordination with the concerned States/UTs and will be shared in due course.

v. Details and contact number of Nodal Person: Sh. Vishal Dhiman, Deputy Director NCRP (8988879666, dd-i4c3@gov.in).

2. All are requested to take necessary action.

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

Digitally signed by
Vaibhav Jain
Date: 14-05-2025
13:09:47

Director (AS-III)
Ph 011-23372488

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

1. Secretary, TRAI.
2. Shri Rajesh Kumar, Chief Executive Officer, Indian Cyber Crime Coordination Centre(I4C), MHA, 5th Floor, NDCC-II Building, Jai Singh Road, New Delhi 110001. The Nodal officer may contact Special DG Telecom/Additional DG Telecom of respective LSA.
3. DGT/Director (T), DGT HQ, DoT (respective field LSAs may be asked to coordinate with TSPs for implementation of helpline).
4. A copy for upload on DoT Website.