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

No. 16-01/2022-AS-III/ShortCode/ 89 Dated:19.05.2025

To,

All Access Service Providers.

Subject: -Allocation of short code '1916' for the Public Health Engineering Department, Chhattisgarh Government for Complaint Monitoring System for quick resolution of drinking water related problems.

It is intimated that DoT vide letter dated 02.07.2014 has already allotted short code '1916' to all State/UTs as "Drinking water supply" Helpline (Copy enclosed). The undersigned is directed to convey the allocation of same short code '1916' to Public Health Engineering Department, Chhattisgarh Government for Complaint Monitoring System for quick resolution of drinking water related problems, with following features:

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

ii. Accessibility: Restricted (within state only).

iii. Metered Service: Called party pays.

iv. To terminate Short Code at: - **1800-233-0008**

v. Details and contact number of Nodal Person: Name: Shri Sanjay Rathore, Executive Engineer- (MIS), Mobile no. 9827405565, e-mail id- cg_encphedcg@nic.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: 19-05-2025
12:02:33
Director (AS-III)
Ph 011-23372488

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

1. Secretary, TRAI.
2. Secretary, Chhattisgarh Government, Public Health Engineering Department Mahanadi Bhawan, Nava Raipur, Raipur, Chhattisgarh 492001. The Nodal officer may contact Special DG Telecom/Additional DG Telecom of MP LSA. (srddg.mp-dgt-dot@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.