Government of India / भारत सरकार
Ministry of Communications / संचार मंत्रालय
Department of Telecommunications / दूरसंचार विभाग
Sanchar Bhawan, 20, Ashoka Road, New Delhi – 110001 /
संचार भवन, **20,** अशोक रोड, नई दिल्ली **– 110001**
(Access Services Wing)

No. 16-01/2023-AS-III/SHORTCODES **Dated:19.09.2025**

To
All Access Service Providers.

Subject: Allotment of Short Code 1916 for the Water Supply State Cell in Tamil Nadu excluding the Chennai Metropolitan Area – Tamil Nadu Water Supply and Drainage (TWAD) Board – reg.

Kindly refer to DoT letter no. 16-3/2013-AS.III/Part-III/38/961 dated 02.07.2014 **(copy attached)** wherein short code 1916 was allotted as Drinking Water Supply Helpline to all states/UTs. In continuation of the above mentioned letter of DoT, I am directed to convey the approval of the competent authority for mapping/termination of short code '1916' with the following features:

S. No.	**Particular**	**Existing Short Code for '1916' Chennai Metropolitan Area**	**New Allocation Short Code '1916' for Tamil Nadu State Jurisdiction except Chennai Metropolitan Area**
i.	Category-I	Service (i.e. mandatory service to be provided by all the Access service providers)	Service (i.e. mandatory service to be provided by all the Access service providers)
ii.	Accessibility	Restricted within Chennai Metropolitan Area only	Restricted within Tamil Nadu State Jurisdiction except Chennai Metropolitan Area
iii.	Metered Service	Called party pays	Called party pays
iv.	Termination/ Mapping No.	18005997631	18005991916
v.	Details and contact number of Nodal Person(s)	Mr. H. Latha Grievance Redressal Facilitation Officer M. No. 8144930943	Mr. R. Yuvaraj EDP Manager 9444452158

2. Further, it is requested that the short code '1916' already in operation for Chennai Metropolitan Area i.e. Chennai Metropolitan Water Supply & Sewerage

Board (CMWSSB) may continue as per other existing features.

3. All are requested to take necessary action.

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

Digitally signed by
VAIBHAV JAIN
Date: 19-09-2025
10:05:35

वैभव जैन
निदेशक**(AS-III)**

Encl: As above.

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

1. Secretary, TRAI.
2. Shri R.Yuvaraj, EDP Manager, Mob. No. 9444452158, TWAD House, No-31, Kamarajar Salai, Chepauk, Chennai - 600005.
3. Mr. H. Latha Grievance Redressal Facilitation Officer M. No. 8144930943
4. Director (T), DGT HQ, DoT (respective LSA field may be asked to coordinate with TSPs for implementation of helpline)
5. A copy for upload on DoT Website.