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. 16-01/2022-AS-III/ShortCode/ Dated 22-10-2025

To,
All Access Service Providers

Subject: Allocation of short code 1916as Grievance Redressal Helpline to the UP Jal Nigam (Rural) -reg.

The undersigned is directed to convey the allocation of short code 1916as Grievance Redressal Helpline to the UP Jal Nigam (Rural) , with the following features:

हस्ताक्षरकर्ता को यह सूचित करने का निर्देश दिया गया है कि शॉर्ट कोड 1916 को यूपी जल निगम (ग्रामीण) को शिकायत निवारण हेल्पलाइन के रूप में निम्नलिखित विशेषताओं के साथ आवंटित किया गया है:

i.	Category-I	Service (i.e. mandatory service to be provided by all the Access service providers)
ii.	Accessibility	Restricted within the State of Uttar Pradesh.
iii.	Metered Service	Called party pays
iv.	To terminate Short Code at	18001212165
v.	Details and contact number of Nodal Person(s)	Name-Syed Mohd. Asjad/Designation-Executive Engineer(HQ)/Contact Number- 9045075407

2. All are requested to take necessary action.
सभी से आवश्यक कार्रवाई करने का अनुरोध है।

3. This is issued with the approval of DDG (AS).
यह उप महानिदेशक (एएस) के अनुमोदन से जारी किया गया है।

Digitally signed by
VAIBHAV JAIN
Date: 22-10-2025
15:47:47

निदेशक (AS-III)
Ph 011-23372488

Encl: As above.

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

प्रतिलिपि सादर जानकारी एव आवश्यक कार्यवाही, यदि कोइ हो, हेतु अग्रेषित:

1. Secretary, TRAI.
2. Sh.Rajesh Kumar Prajapati, Special Secretary, Govt. of UP, UP Jal Nigam (Rural), Main Office, 6 - Rana Pratap Marg, Lucknow, UP-226001. The Nodal officer may contact Special DG Telecom/Additional DG Telecom of respective LSA.
3. Director (T), DGT HQ, DoT (respective LSA may be asked to coordinate with TSPs for implementation of the helpline).
4. A copy to upload on DoT Website.