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/210 **Dated:24.12.2025**

To,

All Access Service Providers.

Subject: Allocation of short code '1902' to "Delhi Mitra App" for "Jan Shikayat Samadhan" of AR (Administrative Reforms) Department, Govt. of NCT of Delhi.

The undersigned is directed to convey the allocation of short code '1902' to AR (Administrative Reforms) Department, Govt. of NCT of Delhi for Public Grievance Redressal Mechanism' namely "*Delhi Mitra App Jan Shikayat Samadhan"*, 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- 180-1822**

v. Details and contact number of Nodal Person: Name: Shri Ashish Kumar, Deputy Secretary, Phone No.-7838343323 / Sh. Devender Sharma, Deputy Secretary, Phone Number - 9868187400, Email- arupdate@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: 24-12-2025 17:19:51
Director (AS-III)
Ph 011-23372488

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

1. Secretary, TRAI.
2. Special Director, AR(Administrative Reforms) Department, 7th Level, 'C' Wing, Delhi Secretariat I.P Estate, New Delhi - 110002 Email- arupdate@nic.in
3. Director (T), DGT HQ, DoT (respective LSA field may be asked to coordinate with TSPs for implementation of helpline, as and when approached).

4. A copy for upload on DoT Website.
5. Official language division,DoT for hindi version of the letter.