

**Name of Report:** Quarterly report on Short Code

**Name of Service Provider:** Mahanagar Telephone Nigam Limited

**Reported for Month(Quarter) & Year:** Mar-24

Short Code used	Whether allocated for All India or some specific service area (In case of Service	Whether the short code allocated to own network or content provider (In case of content provider, please indicate the name and address of the content provider)	Date of allocation of the short code	Location/city where the traffic carried through such short code is handed over	Tariff applicable		Description of service offered through such short code.
					Voice (Rs./Min) (Metering Pulse in Sec)	SMS (Rs./SMS)	
100	Delhi	Police HQ, ND	18-12-02	Delhi	0		Police
101	Delhi	Delhi Fire Service, Delhi Fire Brigade Station CP, ND	18-12-03	Delhi	0		Fire
102	Delhi	CATS, HQ, Bela Road, Delhi	23-10-08	Delhi	0		Ambulance
112	Delhi	Single Emergency Number for Delhi Police	22-07-17	Delhi	0		Single Emergency Number for Delhi Police
138	All India	Divisional Sign. & Tele. Engg/Tele. DRM Office, State Entry Road, ND	25-02-15	Delhi	180		All India Helpline for Passenger in r/o M/o Railway
139	All India	IRCTC, 11th floor, B-148, Statesman House, B.K. Road, ND	25-04-07	Delhi	CDR based charging		Central Integrated Train Enquiry System of Indian Railways
161	All India	Chief Secy. State Govt. of Karnataka Bangluru- 560001	24-09-14	Delhi	0		Govt. of Karnataka for PAN India m-Governance services
162	Delhi	MTNL Delhi	28-04-99	Delhi	0		Line Test Robot
163	Delhi	MTNL Delhi	14-04-78	Delhi	0		Faultman's line
174	Delhi	MTNL Delhi	28-07-01	Delhi	180		Time
178	Delhi	MTNL Delhi	19-08-99	Delhi	0		VIP Complaints
179	All India	MTNL Delhi	29-05-07	Delhi	0		Centralised booking of PCOs faults
181	All India	Dy. Secy. GAD, Govt of NCT Delhi, 3rd floor, Delhi Sectt, I P Estate, ND-2	26-12-12	Delhi	0		M/s Govt. of NCT of Delhi for Chief Minister Helpline
197	All India	MTNL Delhi	27-05-02	Delhi	0		Directory Enquiry
198	Delhi	MTNL Delhi		Delhi	0		Complaints from Local Subs.
1031	Delhi	DCP, ACB, NCT of Delhi Delhi Sectt. ND-2	21-12-12	Delhi	0		M/s Govt. of NCT of Delhi (Deptt. of IT)

1032	All India	Helpline for the services relating to grant of Indian Citizenship, MHA, Govt. of India, New Delhi	13-03-24	Delhi	0	Helpline for the services relating to grant of Indian Citizenship, MHA, Govt. of India, New Delhi
1033	All India	NHAI G-5 & 6, Sec-10, Dwarka, ND-75.	19-12-13	Delhi	0	M/s National Highway Authority of India for Road Incident Management Services
1060	Delhi	Deptt. Of Organ Donations, AIIMS, ND.	17-07-01	Delhi	180	ORBO C.N.Centre,AIIMS(for donation of organs)
1063	All India	DOT (PG Cell), Sanchar Bhawan, ND	20-01-14	Delhi	0	Telecom Consumer Grievance Redressal Helpline of Public Grievance Cell DOT(HQ)
1064	All India	DCP,Comm.,Old Police Lines, 5 Rajpura Road, Delhi-54	19-02-14	Delhi	0	Delhi Police Anti Corruption Helpline
1066	Delhi	Apolo Hospital, Mathura Road, ND	14-08-01	Delhi	180	Ambulance Service of M/s Apollo Hospital
1068	All India	Medanta The Medicity, Sec-38, Gurgaon, Haryana- 122001	02-06-14	Delhi	60	M/s Medanta- The Medicity
1070	Delhi	DDMA Delhi Govt.	17-07-02	Delhi	0	Control Room of Central Relief Commissioner(in the event of Natural Disaster)
1072	All India	Dir. Telecom, Railway Board, Baroda House, ND	09-03-04	Delhi	0	Train Accident Information
1075	All India	Min of Health and family welfare, GOI	18-03-20	Delhi	0	COVID -19 Public
1076	All India	Dy.Director(AR),Govt. of NCT of Delhi,AR Deptt,7th level,C-Wing,Delhi Sectt.,IP Estate,New Delhi-110002	29-08-18	Delhi	0	Doorstep Delivery of Public Services of Govt. of Delhi
1077	Delhi	Delhi Disaster Management, Govt of NCT of Delhi, 5 Sham Nath Marg, Delhi	03-03-08	Delhi	180	Disaster Management of Govt. of NCT of Delhi
1090	Delhi	DCP Comm., Old Police Lines, Rajpur Road, Delhi 54.	19-01-08	Delhi	0	Delhi Police Helpline
1091	All India	DCP Comm. Old Police Lines, 5 Rajpur Road,Delhi 54.	04-11-01	Delhi	180	Women in Distress(Delhi Police)
1093	All India	DCP Comm, Old Police Lines, 5 Rajpur Road,Delhi 54.	13-02-14	Delhi	0	Addl.DCP-II
1094	Delhi	DCP Comm, Old Police Lines, 5 Rajpur Road,Delhi 54.	06-04-09	Delhi	180	Dy.Commissioner of Police (Missing Children and Women)
1095	All India	DCP Traffic, HQ, Delhi	02-12-09	Delhi	180	Dy.Commissioner of Police Traffic
1096	Delhi	DCP Comm, Old Police Lines, 5 Rajpur Road, Delhi 54.	26-02-09	Delhi	180	Anti Teasing Cell (Crime Branch Delhi)

1097	Delhi	NACO, 9th floor, Chanderlok Bldg., Janpath, ND-1.	25-09-97	Delhi	0	Advice/Information on HIV/AIDS
1098	All India	Childline India Foundation, 1st floor, 252-K, Sant Nagar, East of Kailash, ND-65.	23-09-98	Delhi	0	Child Helpline
1099	Delhi	Spl. Secy (H&FW), NCT Delhi, Delhi Sectt. IP Estate, ND-2.	22-10-92	Delhi	0	Centralised Accident & Trauma Services(CATS)
1258	Delhi	Prsar Bharti, AIR, P/Street, ND-1.	10-09-03	Delhi	60	Prasar Bharti-News on Phone in Hindi
1259	Delhi	Prsar Bharti, AIR, P/Street, ND-1.	10-09-03	Delhi	60	Prasar Bharti-News on Phone in English
1291	Delhi	3rd Floor,PH&MSO Building IP Estate, Delhi	04-03-03	Delhi	0	Students' Helpline of Delhi Police
1312	All India	Ayodhya Dham Railway Station Call Center Cum Helpdesk	12/1/24	Delhi	0	Ayodhya Dham Railway Station Call Center Cum Helpdesk
1313	All India	Ayodhya Dham Railway Station Call Center Cum Helpdesk	12/1/24	Delhi	0	Ayodhya Dham Railway Station Call Center Cum Helpdesk
1314	All India	Ayodhya Dham Railway Station Call Center Cum Helpdesk	12/1/24	Delhi	0	Ayodhya Dham Railway Station Call Center Cum Helpdesk
1315	All India	Ayodhya Dham Railway Station Call Center Cum Helpdesk	12/1/24	Delhi	0	Ayodhya Dham Railway Station Call Center Cum Helpdesk
1322	All India	Dy CSTE/Tel GM (S&T), Northern Railway, Baroda House, ND	27-01-14	Delhi	180	Indian Railways & Security Helpline Number
1323	All India	IRCTC, 11th floor, B-148, Statesman House, B.K. Road, ND	04-10-16	Delhi	60	IRCTC Railway e-Catering Services
1363	Delhi	M/o Tourism, India Tourism Office, 88 Janpath, ND	28-05-99	Delhi	0	Tourist Information Service
1407	All India	Indian Airlines C/o Stracon BackOffice Solutions Ltd., E-42/2, Okhla Indl. Area Ph-II, New Delhi.	03-12-04	Delhi	60	Indian Airlines Call Centre
1412	All India	Air India, Main Admin. Safdarjung Airport, ND-3.	12-10-04	Delhi	180	Air India Express Service
1500	Delhi	DGM (BB-A), MTNL, Karol Bagh, ND	19-09-06	Delhi	0	Informative Service Call Centre
1501	Delhi	MTNL Delhi	14-05-04	Delhi	0	Helpline for Basic/Landline
1502	Delhi	MTNL Delhi	14-05-04	Delhi	0	Helpline for WLL/Garuda
1503	Delhi	MTNL Delhi	14-05-04	Delhi	0	Helpline for Dolphin & Trump Mobile
1504	Delhi	MTNL Delhi	14-05-04	Delhi	0	MTNL Internet Helpdesk
1505	Delhi	MTNL Delhi	27-05-04	Delhi	0	Helpline for Leased Line
1506	Delhi	MTNL Delhi	18-05-05	Delhi	0	Helpdesk of MLDN
1507	Delhi	MTNL Delhi	23-05-12	Delhi	0	Helpline for FTTH

1508	Delhi	GM (CC)WS, MTNL, Idgah, Delhi.	19-05-11	Delhi	0	Helpline for VIP & Corporate Customers of GSM
1509	Delhi	MTNL Delhi	19-12-12	Delhi	0	BB Queries of MTNL Delhi
1511	All India	DCP Comm, Old Police Lines, 5 Rajpur Road, Delhi 54.	06-07-14	Delhi	0	Govt. of NCT of Delhi for Police Related services for all Metro Rail Projects across the nation
1512	All India	DCP Railway, ND Railway Stn. Ajmeri Gate, ND-1.	11-08-14	Delhi	0	Prevention of Crime in Railways
1514	All India	DDG (E) M/o Labour & Employment, Shram Shakti Bhawan, Rafi Marg, ND.	06-07-15	Delhi	0	National Career Services(NCS) Helpline to all states/UT of M/o Labour & Employment
1516	All India	DSLISA, Patiala House Court, Tilak Marg, ND	13-03-15	Delhi	0	State Legal Service Authority Helpline of Delhi Service Legal Authority
1517	Delhi	GM (Sales & Mktg.), WS, MTNL, ND	25-03-13	Delhi	0	Helpdesk for tele-verification and activation complaints of new SIMs
1518	Delhi	GM (Sales & Mktg.), WS, MTNL, ND	25-03-13	Delhi	0	Customer Care number for Corporate Customers for grievances related to Wireless Service
1520	All India	Chief Secy. UP Govt. Lucknow, UP	04-07-15	Delhi	0	Chief Minister Banking & Insurance Help to UP Govt.
1533	All India	Secretary,NDMC, Palika Kendra, Sansad Marg, ND-1	01-04-16	Delhi	0	NDMC Citizen Facilitation Services to NDMC
1551	All India	1510,15th Floor, Ansal Towers,38, Nehru Place,ND	29-09-14	Delhi	0	Kisan Call Centre
1584	Delhi	MTNL Delhi	12-07-05	Delhi	180	Phonogram Enquiry
1585	Delhi	MTNL Delhi	12-07-05	Delhi	180	Phonogram Booking
1666	Delhi	MTNL Delhi	21-02-04	Delhi	0	IVRS Billing Enquiry System/Payment Reminder System for fixed lines
1881	All India	Registrar, Supreme Court of India for Helpline to streamline court functioning through video conf	18-04-20	Delhi	180	Helpline to streamline court functioning through video conf
1888	All India	Registrar General ,High Court of Delhi for Helpline for Disabled People	20-09-19	Delhi	0	Registrar General ,High Court of Delhi for Helpline for Disabled People
1903	All India	DDG, SSB, East Block-V, R.K. Puram, ND-66.	20-03-15	Delhi	0	Sashastra Seema Bal(SSB) Helpline
1904	All India	DDG Signals, Army HQ, DHQ, PO, ND.	21-03-15	Delhi	180	Indian Army Helpline
1906	All India	BPCL, ECE House, K.G. Marg, ND-1.	12-08-15	Delhi	0	Petroleum Industry Emergency Helpline for M/s Bharat Petroleum Corporation Ltd.

1909	Delhi	DGM (IT), MTNL, New Delhi.	13-02-08	Delhi	0	National Do Not Call(NDNC) Registry
1914	Delhi	Postal Deptt.Meghdoot Bhawaqn,Link Road, Jhandelwalan,ND	04-11-96	Delhi	180	Computerised Central Customer Care Centre Service for Postal Deptt.
1916	All India	Delhi Jal Board, EDP Cell, 6th floor, Varunalaya Phase-II, Jhandewalan, ND-5.	23-12-92	Delhi	0	Drinking water supply helpline. Delhi Jal Board
1917	All India	Chief Minister's Office,Room No. 401, Yojna N Bhawan, Meghalaya Secretriare, Shillong-793001	23-05-18	Delhi	0	i-TEAMS Service to Meghalaya Govt
1918	Delhi	DGM(BD)	16-01-02	Delhi	0	Booking of Faulty Leased Circuits
1919	Delhi	Guru nanak Eye Centre, Dr.RP Centre(AIIMS),Venue Eye Centre,Sewa Eye Bank,Mathura Road	22-10-92	Delhi	0	Eye Donation
1921	All India	M/s Karix Mobile Pvt.Ltd,C/o NIC,3rd Floor,Electronics Niketan,6 CGO Complex,Lodhi Road,ND-03		Delhi	0	My Govt. for Enchanced Citizen
1922	All India	Technical Director(NIC),CGO Complex,Lodhi Road,ND-110003	12-05-16	Delhi	0	Honourable Prime Minister's 'Mann Ki Baat' to National Informatics Centre(NIC)
1923	Delhi	Saras Cabs,D-53,GK Enclave II,ND-48	19-08-16	Delhi	180	Radio Taxi Service of Saras Cabs Pvt. Ltd.
1924	All India	Secy.,Deptt. Of Post, Dak Bhawan, Sansad Marg,New Delhi-110001	11-08-16	Delhi	0	Helpline for handling Public Grievances to All States/Uts for Department of Posts, Government of India
1930	All India	Dy Secy, MHA, GOI, North Block, ND-01	03-04-20	Delhi	0	MHA, Provision & Operationalization of Emergency telephones/Helplines
1932	All India	Squadron Leader,OIC WACOM,HQ WAC(U),AF,Subroto Park,ND-10	16.6.17	Delhi	180	Indian AirForce Helpline
1933	All India	National Narcotics Helpline, MANAS, Narcotics Control Bureau, MHA Govt of India	29-11-23	Delhi	0	National Narcotics Helpline, MANAS, Narcotics Control Bureau, MHA Govt of India
1938	All India	MHA, Disaster Management & Relief from Cyclone	02-05-19	Delhi	0	MHA, Disaster Management & Relief from Cyclone
1944	All India	Dy Secy, MHA, GOI, North Block, ND-01	03-04-20	Delhi	0	MHA, Provision & Operationalization of Emergency telephones/Helplines

1947	All India	UIDAI, 9th floor, Tower-I, Jeevan Bharti Bldg.Con/Circus,ND-1	27-10-16	Delhi	0	M/s Unique Identification Authority of India, Planning Commission
1949	Delhi	MTNL Delhi	01-05-01	Delhi	0	Dial Before you Dig
1950	All India	Election Commission of India, Nirvachan Sadan, Ashok Road, ND	18-05-11	Delhi	0	Election Commission of India
1954	Delhi	MTNL Delhi	19-08-99	Delhi	0	Automatic Change Number Announcement(used at the time of area transfers)
1957	Delhi	NIB Helpdesk of BSNL,2nd Floor, KBN, ND	01-03-01	Delhi	0	NIB Helpdesk for Internet Services
1961	All India	Income Tax Deptt. ARA Center, G.Floor, Jhandewalan Extn. ND-55.	11-04-11	Delhi	0	M/s Aaykar Sampark Kendra of Income Tax Department
1963	All India	DOT PG Cell, Sanchar Bhawan, ND-1	24-03-05	Delhi	0	Complaints regarding grey market in Telecom field
1964	All India	CVC, Satarkta Bhawan, GPO Complex, Block-A, INA, ND-23	21-02-11	Delhi	0	Central Vigilance Commission
1967	All India	Food & Supply Govt. of NCT of Delhi, K-Block,Vikas Bhawan, IP Estate, ND	05-10-13	Delhi	0	Grievance Registration and Redressal ,Delhi Govt.
10580	All India	SCERT, Varun Marg, Defece Colony, ND-24	13-06-14	Delhi	0	State Council of Educational Research and Training(SCERT)
10582	All India	Nodal Officer Cum CDPO, Jharkhand Bhawan, Govt of Jharkhand Vasant Vihar, ND	12-08-15	Delhi	0	Women &Child Trafficking Helpline
10588	All India	Director , M/o Health & Family Welfre, Govt of India, 5th floor, Nirman Bhawan,ND-11	13-09-17	Delhi	0	Mother & Child Tracking Helpline
10920	Delhi	M/s Shakti Shalini	20-12-03	Delhi	0	Helpline for women of M/s Shakti Shalini
12626	Delhi	GM (BB), MTNL, Kidwai Bhawan, ND.	03-07-15	Delhi	180	MTNL Internal Broadband Helpdesk
12699	Delhi	Aksh Opti Fibre Ltd. C/o M/s. Tri Net Solution Pvt Ltd., J-1/B-1,Mohan Co-Op Indl Estate, Mathura Road, ND	12-06-08	Delhi	180	M/s Aksh Optifibre Ltd.
14402	All India	AGM(Projects),NMDFC, M/o Minority Affairs, 1st Floor,Core-1, cope Minar,Laxmi Nagar,Delhi-92	22-09-16	Delhi	0	M/o Minority Affairs
1915	All India	Dy.Secy.to Govt.of India, M/o Consumer Affairs, Food & Public Distribution, Krishi Bhawan, New Delhi-110001.	24-10-16	Delhi	0	National Consumer Helpline to M/o Consumer Affairs

14405	All India	Director Prohibition and Excise Deptt., Gujrat State,O-2, New Mental Hospital Bldg., Ahmedabad, Gujarat.	20-03-17	Delhi	0	Prohibition &Excise Deptt.,Gujarat State
14407	All India	DIGP, Cyber Crime,CID Deptt.,West Bengal, Bhabani Bhawan Alipore,Kolkata-700027	15-10-18	Delhi	60	CID, West Bengal Police
14408	All India	M/o Women & Child Develoment, Govt. of India,3rd Floor,Jeevan Vihar Bldg, Sansad Marg, ND-01	17-04-18	Delhi	0	National Nutrition Mission
14413	All India	National Health Authority, Govt. of India, Tower -1, 3rd Floor, Jeevan Bharti Building, Connaught Place, New Delhi-110001	07-08-22	Delhi	0	Helpline for National Health Authority, Govt. of India to address the concerns of the EHCPs
14414	All India	Special Secretary, NITI Aayog, Room No. 346, Yojna Bhawan,Parliament Street, New Delhi-110001	15-03-18	Delhi	180	NITI Aayog for NGO Darpan Portal
14416	All India	Under Secretary, Mental Health Division, Ministry of Health and Family Welfare, Govt of India, Nirman Bhawan, New Delhi	29-10-22	Delhi	0	Mental Health Care through Tele Mental Health Counseling Services Helpline
14419	All India	South Bengal Border Helpline	18-10-19	Delhi	60	South Bengal Border Helpline
14420	All India	Chief Executive Officer, Delhi Jal Board, Govt of NCT Delhi, Varunalaya, PH-II, Jhandewalan, ND -110005	31-05-22	Delhi	0	Helpline for Cleaning & Maintenance of Septic Tanks and Sewers to Ministry of Housing & Urban Affairs, GOI for DJB(GNCTD)
14421	All India	Registrar General and Census Commissioner,India	13-09-19	Delhi	0	Registrar General and Census Commissioner,India
14422	All India	Helpline for Central Equipment Identify Register (CEIR) SMS Services and Helpdesk Calls, Department of Telecom, Govt. of India, New Delhi	05-12-23	Delhi	0	Helpline for Central Equipment Identify Register (CEIR) SMS Services and Helpdesk Calls, Department of Telecom, Govt. of India, New Delhi
14423	All India	Kilkari Helpline, M/o Health & Family Welfare, Govt. of India	17-02-21	Delhi	0	Kilkari Helpline, M/o Health & Family Welfare, Govt. of India
14424	All India	Mobile Academy Projects Helpline, M/o Health & Family Welfare, Govt. of India	17-02-21	Delhi	0	Mobile Academy Projects Helpline, M/o Health & Family Welfare, Govt. of India

14426	All India	National Helpline for Kisan Sarathi to Indian Council of Agriculture Research	05-08-21	Delhi	0	Dept of Agriculture Research & Education, Ministry of Agriculture & Farmers Welfare, Govt. of India, Krishi Anusandhan Bhawan, Pusa, ND
14430	All India	Cardiothoracic Sciences Centre, AIIMS-Mission Delhi, Ansari Nagar, New Delhi-29	29-09-18	Delhi	0	Deptt. of Cardiology-AIIMS for its Emergency Cardiac Care Project
14431	All India	Helpline for Digital Payments to National Payments Corporation of India	09-09-21	Delhi	0	Chief Online Products Operations & Technology, NPCI, 1001A, The Capital, B- Wing, 10th Floor, Bandra Kurla Complex, Bandra (E), Mumbai - 400051
14433	All India	Under Secretary(GA), NHRC, Manavadhikar Bhawan, C-Block, GPO Complex, INA,New Delhi-110023	10-07-18	Delhi	0	Human Rights Helpline to National Human Rights Commission
14434	All India	Secretary, Ministry of Labour & Employment, Govt. of India, Shram Shakti Bhawan, ND	28-07-21	Delhi	0	National Helpdesk number for registration of the Unorganized Workers
14436	All India	National e-Vidhaan Application (NeVA) Helpline, Ministry of Parliamentary Affairs, Govt. of India, New Delhi	19-05-23	Delhi	0	National e-Vidhaan Application (NeVA) Helpline, Ministry of Parliamentary Affairs, Govt. of India, New Delhi
14440	All India	Principal Adviser, RBI, Deptt. of Communication, Central Office Building, Shahid Bhagat Singh Marg,Mumbai-400001	05-07-18	Delhi	0	Public Awareness Helpline of Reserve Bank of India
14443	All India	National Helpline for teleconferencing services on AYUSH system of Medicine. Central Council for Research in Homoeopathy, M/o AYUSH, Govt. of India, New Delhi	05-06-21	Delhi	0	National Helpline for teleconferencing services on AYUSH system of Medicine. Central Council for Research in Homoeopathy, M/o AYUSH, Govt. of India, New Delhi
14444	All India	Secretary, MeiTY (M/o Electronics & Information Technology), Govt. of India,A-Block,CGO Complex,Lodhi Road,New Delhi-110003	28-08-18	Delhi	0	Helpline for promotion of Digital Payments Transactions across India for M/o Electronics & Information Technology



14445	All India	Director(PD) Central Project Management Unit (CPMU) Dept of Food & Public Distribution, M/o Consumer Affairs, Food & Public Distribution, Krishi Bhawan, New Delhi - 110001	21-08-21	Delhi	0	Helpline for National Portability of Ration Cards under 'One Nation one Ration Card'
14446	All India	National Helpline for Drug Abusers, Ministry of Social Justice & Empowerment, Govt. of India	29-07-21	Delhi	0	National Helpline for Drug Abusers, Ministry of Social Justice & Empowerment, Govt. of India
14447	All India	Pradhan Mantri Fasal Bima Yojna (PMFBY) Helpline	08-07-22	Delhi	0	Pradhan Mantri Fasal Bima Yojna (PMFBY) Helpline
14448	All India	CGM, RBI, Consumer Education & Protection Dept., Central Office, 1st Floor, Amar Building, Sir P. M. Road, Fort, Mumbai	29-06-21	Delhi	0	Call Center, GOI for coord with states for interstate movement of agriculture items
14454	All India	Citizens Legal Aid Services Helpline, Dept of Justice, Ministry of Law & Justice, Govt. of India, New Delhi	31-08-2023	Delhi	0	Citizens Legal Aid Services Helpline, Dept of Justice, Ministry of Law & Justice, Govt. of India, New Delhi
14456	All India	Helpline to Department of Empowerment of Persons with Disabilities (Divyangjan), Govt of India	29-01-24	Delhi	0	Helpline to Department of Empowerment of Persons with Disabilities (Divyangjan), Govt of India
14461	Delhi	Night Shelter Control Room to Delhi Urban Shelter Improvement Board Department, Govt. of NCT of Delhi	23-07-21	Delhi	0	Night Shelter Control Room to Delhi Urban Shelter Improvement Board Department, Govt. of NCT of Delhi
14465	All India	Helpline of National Investigation Agency (NIA), MHA, Govt. of India, New Delhi	11/3/24	Delhi	180	Helpline of National Investigation Agency (NIA), MHA, Govt. of India, New Delhi
14470	All India	M/s EPFO, Ministry of Labour & Employment, Govt. of India, New Delhi	04-11-23	Delhi	0	EPFO Helpline for Extending Support Services for Outgoing/Incoming Calls, SMS
14477	All India	Additional Chief Executive Officer, National Health Authority, Tower-1, 3rd floor, Jeevan Bharti Bldg, CP, ND-110001	26-08-20	Delhi	0	Helpline for implementation National Digital Health Mission (NDHM) for National Health Authority, Govt of India
14488	All India	Director(Extn), Min of Agriculture & Farmers Welfare, GOI	13-04-20	Delhi	0	Call Center, GOI for coord with states for interstate movement of agriculture items
14547	Delhi	DCP (PCR & Communication), New Delhi	21-12-22	Delhi	0	Delhi Police Anti Terror Helpline

14555	All India	Secretary, M/o Health and Family Welfare, Govt. of India, Nirman Bhawan, New Delhi-110011	03-07-18	Delhi	0	NHPS Helpline
14560	All India	Director(P&N), DOT, HQ, 20, Ashoka Road, ND-110001	20-11-18	Delhi	0	Accounts Wing, DOT for CPMS
14566	All India	Dept of social justice & empowerment	17-08-20	Delhi	0	National Helpline against atrocities on the members of Schedule Caste and Schedule Tribes
14567	All India	Secretary, M/o Social Justice & Empowerment, Govt. of India R No 604, A-Wing, Shastri Bhawan, New Delhi	29-04-21	Delhi	0	National Helpline for Senior Citizens
14588	All India	Helpline of National Health Authority for beneficiaries of Central Health Schemes like CGHS, CAPF & ESI	09-10-20	Delhi	0	Helpline of National Health Authority for beneficiaries of Central Health Schemes like CGHS, CAPF & ESI
14599	All India	CSC e-Governance Services India Ltd, Ministry of Electronics & IT, Electronics Niketan, 4th Floor, CGO Complex, Lodhi Road, New Delhi	23-06-22	Delhi	0	CSC e-Governance Services
14611	All India	Registrar, Hon'ble High Court of Delhi, New Delhi	18-04-20	Delhi	180	Helpline to streamline court functioning through video conf, DHC, ND
15100	All India	National Legal Services Authority (NALSA), 12/11 Jam Nagar House, Sahjahan Road, ND	22-07-14	Delhi	0	National free Legal Helpline
15101	All India	GAIL. B-35 & 36, Sec-I, Noida, 201301 (UP)	18-07-14	Delhi	0	PAN India Gas pipe line help line
15108	All India	Helpline of National Council of Educational Research & Training for E-Jaadui Pitara, Joint Director, CIET-NCERT, Sri Aurobindo Marg, New Delhi	11/3/24	Delhi	0	Helpline of National Council of Educational Research & Training for E-Jaadui Pitara, Joint Director, CIET-NCERT, Sri Aurobindo Marg, New Delhi
15400	All India	National Centre for Disease Control (NCDC-Delhi), Ministry of Health & Family Welfare, Govt of India, Delhi	20-02-24	Delhi	60	National Rabies Helpline
15555	All India	Helpline for PM Surya Ghar Muft Bijli Yogana, Ministry of New & Renewable Energy, Govt of India, New Delhi	11/3/24	Delhi	0	Helpline for PM Surya Ghar Muft Bijli Yogana, Ministry of New & Renewable Energy, Govt of India, New Delhi

17923	All India	PM Vishwakarma Scheme Helpline to Ministry of Micro, Small & Medium Enterprises (MSME), Govt of India, New Delhi	01-09-23	Delhi	sc-179 already wkg	PM Vishwakarma Scheme Helpline to Ministry of Micro, Small & Medium Enterprises (MSME), Govt of India, New Delhi	sc-179 already wkg so 17923 cannot be open
19121	All India	Director(IT)NDMC,7th Floor,Palika Kedra,Sansad Marg,ND-110001	10-04-17	Delhi	0	Electricity Grievances to the citizens by NDMC	
19122	All India	M/s BSES Yamuna Power Ltd.,Shakti Kiran Bldg., KKD,Delhi-32	01-09-18	Delhi	0	Electricity Grievances to Discoms in Delhi Helpline for BSES Yamuna Power Ltd.	
19123	All India	M/s BSES Rajdhani Power Ltd.,BSES Bhawan,Nehru Place, New Delhi-19	01-09-18	Delhi	0	Electricity Grievances to Discoms in Delhi Helpline for BSES Rajdhani Power Ltd.	
19124	All India	Kiran Gupta,Head-CS & KCG,Tata Power Delhi Distribution Ltd.,NDPL House,Hudson Lines,Kingsway Camp,Delhi-110009	12-12-17	Delhi	0	Electricity Grievances to Discoms in Delhi Helpline for NDMC	
105010	Delhi	Escourt Heart Institute & Research Centre Ltd., Okhla Road, ND-25.	22-12-11	Delhi	180	Helpline of M/s Escorts Heart Institute	
105959	Delhi/ Faridabad	Sarvodaya Hospital & Research Centre, YMCA Road, Sec-8, Faridabad.	18-07-11	Delhi	60	Sarvodaya Hospital and Research Centre,Faridabad	
127161	Delhi	DGM (EL), MTNL, Kidwai Bhawan, ND-1	13-11-14	Delhi	180	Shared Service Intercommunication	
127667	Delhi	MTNL,WS	17-02-07		NOT WORKING	IVRS OF M/S CELLNEXT PVT. LTD.	
155055	All India	Jt.Commissioner, Deptt of Trade & Taxes, Govt of NCT of Delhi,Vyapar Bhawan, IP Estate, ND-02	28-05-16	Delhi	0	Trade & Taxes Helpline-Deptt. Of GNCT of Delhi	
155200	All India	Military Police Control Room, Delhi Area Provost Unit, Delhi Cant. ND-10.	13-10-10	Delhi	180	Military Police control room	
155214	All India	Lobour Commissioner Govt of NCT of Delhi, 5-Sham Nath Marg, Delhi-54.	12-05-15	Delhi	0	Labour Helpline to all State Govt./UTs	
155215	All India	Registrar, University of Delhi, Main Campus, Delhi-7.	31-01-12	Delhi	180	Delhi University Helpline	
155216	All India	IGL. Plot No. 4, Community Center, Sec-9, R.K. Puram, ND-22.	29-04-15	Delhi	0	Indraprastha Gas Limited	
155222	All India	Addl Secy, (ARC), UGC, Bahadur Shah Zafar Marg, ND-2.	19-06-09	Delhi	0	Anti Ragging Helpline	

155223	Delhi	DE (VAS) WS, MTNL, ND.	26-05-10	Delhi	0	Registration of subscriber request for Value Added Services for Dolphin
155224	All India	DG CGHS, 524-A, Nirman Bhawan, ND	05-04-10	Delhi	60	CGHS Helpline, Directorate General of Health Services
155226	All India	Air Cmde Ops (Com). Directorate of Ops (Radio& Tels) Air HQ (Vayu Bhawan), New Delhi	17-02-24	Delhi	60	Indian Air Force for Emergency Medical Helpline
155229	All India	Joint Registrar, Vallabhbai Patel Chest Institute, University of Delhi- 7.	29-03-16	Delhi	0	Tobacco Quit Line Services to Vallabhbai Patel Chest Institute, University of Delhi
155232	All India	Directorate, PLI, PO Bldg., Chankya Puri, ND-21.	09-01-11	Delhi	0	M/s Postal Life Insurance Directorate
155242	All India	VC & MD Telangana State Mineral Dev.Corp.Ltd.,6-2-915, HMWSSB Premises Rear Block, 3rd Floor,Khairabad Hyderabad-500004 Telangana	04-10-18	Delhi	60	Telangana State Mineral Development Corporation Ltd.
155255	Delhi	IRDA, 1st floor, Gate No. 3, Jeevan Tara Bldg.,5 P/Street,ND-1	20-07-10	Delhi	0	IRDA
155260	All India	Under Secretary,CIS-II Desk,MHA, Govt. of India, 192-A, North Block, NewDelhi-110001	30-08-18	Delhi	0	Cyber Crime Prevention for Women and Children
155261	All India	Pradhan Mantri Kisan Samman Nidhi Yojana(PM Kisan) Helpline	27-12-19	Delhi	180	Pradhan Mantri Kisan Samman Nidhi Yojana(PM Kisan) Helpline
155262	All India	Asstt Director (GA) Min of Health and family welfare, GOI	25-02-20	Delhi	60	Food Safety and Standard Authority of India, Helpline
155270	All India	Prevention of Mob Violence Helpline of Delhi Police	06-04-19	Delhi	0	Prevention of Mob Violence Helpline of Delhi Police
155271	All India	Noise Pollution Helpline of Delhi Police	06-04-19	Delhi	0	Noise Pollution Helpline of Delhi Police
155275	All India	M/s Energy Efficiency services Ltd., 4th Floor,Sewa Bhawan, R.K Puram,New Delhi-110066.	09-01-17	Delhi	0	M/s Enegy Efficiency Services Ltd.
155280	All India	Wg Cdr CE(Telecom),Telephone Exch.Office,AFSSR,Room No. 154, Air HQ,Vayu Bhawan,Rafi Marg, New Delhi-110106	14-07-17	Delhi	0	Indian Air Force Helpline
155299	All India	Indian Post Payment Bank, Deptt.of Posts, M/o Communicaton.	28-01-17	Delhi	180	Indian Post Payment Banks
155303	Delhi	EDMC, IT Deptt. 419, Udyog Sadan, 1st floor, Patparganj Indl. Area, Delhi-92.	26-07-12	Delhi	180	M/s East Delhi Municipal Corporation

155304	Delhi	Addl.Dy.Comm.(HQ), North Delhi Municipal Corporation,E-Block, 2nd Floor, Dr.S.P.Mukherjee Civic Centre,J.L.N. Marg,New Delhi-110002	20-11-18	Delhi	0	NDMC
155305	Delhi	Director(IT),South Delhi Municipal Corporation,24th Floor,Dr.S.P.Mukherjee Civic Centre,JLN Marg, New Delhi-110002	24-11-18	Delhi	0	SDMC
155306	All India	Emergency Helpline Service of Army HQ Pro Unit	21-02-24	Delhi	180	Emergency Helpline Service of Army HQ Pro Unit
155345	All India	Govt.of NCT Delhi	18-01-08	Delhi	60	Citizen Relationship and Grievance Management System(CRGMS) Project of GNCT Delhi.
155350	All India	M/s Aviators Air Rescue Pvt.Ltd., 1311,Brigade Towers, 135, Brigade Road, Bangalore-560025.	18-03-17	Delhi	60	Air Ambulance Service to M/s Aviators Rescue Pvt Ltd. for all States/UTs
155353	Delhi	Institute of Liver & Biliary Sciences, D-1, Vasant Kunj, New Delhi.	01-12-12	Delhi	0	Institute of Liver and Biliary Sciences
155355	All India	Dy. Secy (Admn), LT. Governors Sectt. Raj Niwas, Delhi.	05-01-07	Delhi	180	Citizen Relationship and Grievance Management System(CRGMS) of Delhi Govt.
155370	All India	DMRC, Metro Bhawan, Fire Brigade Lane, B K Road, ND-.	16-12-10	Delhi	60	Delhi Metro Rail Corporation Ltd.
155655	All India	DIG,CISF,DMRC Delhi,Shastri Park, Delhi-53	11-05-17	Delhi	180	CISF Metro Helpline
171000	Delhi	DGM(VAS-II), MTNL,Delhi	25-06-04	Delhi	180	Access to INET Node for INET customers
022-1130	All India	MTNL,Mumbai	17-07-15	Delhi	0	Customer Care Helpline
1078/ 0111078	All India	Member Secy. NDMA, A-1, SDE, ND-29	27-04-15	Delhi	0	Central NDMA Control Room
1130/ 011 1130	All India	AGM (IT-UCC & West), MTNL, ND	17-07-15	Delhi	0	Customer Care Helpline
14646	All India	GGM/Proc. As Infra, IRCTC Ltd., 11th Floor, Statesman House, B-148, Barakhamba Road, New Delhi	27-05-22	Delhi	60	E Ticketing Services for IRCTC

**Remarks:**

1. Short codes- 1033,127667 & 155223 are for Mobile services only.
2. For all short codes with 180s pulse rate, the subscribers of One Minute plan, One India plan & PCOs have 60 sec pulse rate.
3. Short Code 139 pulse rate is CDR based charging.

Name of Report: Quarterly report on Special Character Code

Name of Service Provider: Mahanagar Telephone Nigam Limited

Reported for

Month(Quarter) & Year: Mar-24

Special Character Code used	Whether active on All India or some specific service area (In case of Service Area, please specify the name of the service area)	Date since active	Tariff applicable		Description of service offered through such special character code.	Remarks
			Voice (Rs./Min)	SMS (Rs./SMS)		
#7	Delhi		0	0	CUG Level through NGN for MTNL Officers/Officials	
#8,#9	Delhi		0	0	Citywide Centrex Facility through NGN	
#1, #2	Delhi		0	0	VPN Services	