

Information on Short Codes working in MTNL Delhi Network as on 31.03.16

SHORT CODE

S.No.	Short Code No.	Details of services offered through such Short Code	Tariff applicable			Remarks
			Voice		Pulse rate (sec.)	
1	100	Police	NM		0	
2	101	Fire	NM		0	
3	102	Ambulance	NM		0	
4	138	All India Helpline for Passenger in r/o M/o Railway	M	Calling Party	180	
5	139	Central Integrated Train Enquiry System of Indian Railways	M	Calling Party	*	
6	161	Govt. of Karnataka for PAN India m-Governance services	M	Called Party	0	
7	162	Line Test Robot	NM		0	
8	163	Faultman's line	NM		0	
9	174	Time	M	Calling Party	180	
10	177	Hindi Vishesh	M	Calling Party	180	
11	178	VIP Complaints	NM		0	
12	179	Centralised booking of PCOs faults	NM		0	
13	181	M/s Govt.of NCT of Delhi for Chief Minister Helpline	M	Called Party	0	
14	182	Indian Railways & Security Helpline Number	M	Calling Party	180	
15	197	Directory Enquiry	NM		0	
16	198	Complaints from Local Subs.	NM		0	
17	1031	M/s Govt.of NCT of Delhi (Deptt. of IT)	M	Called Party	0	
18	1033	M/s National Highway Authority of India for Road Incident Management Services	M	Called Party		Mobile service
19	1036	SC/ST Helpline to all State/Uts	M	Called Party	0	
20	1060	ORBO C.N.Centre,AIIMS(for donation of organs)	M	Calling Party	180	
21	1063	Telecom Consumer Grievance Redressal Helpline of Public Grievance Cell DOT(HQ)	NM		0	
22	1064	Delhi Police Anti Corruption Helpline	M	Called Party	0	
23	1066	Ambulance Service of M/s Apollo Hospital	M	Calling Party	180	
24	1068	M/s Medanta- The Medicity	M	Calling Party	60	
25	1070	Control Room of Central Relief Commissioner(in the event of Natural Disaster)	NM		0	
26	1072	Train Accident Information	NM		0	
27	1077	Disaster Management of Govt. of NCT of Delhi	M	Calling Party	180	
28	1078/ 0111078	Central NDMA Control Room	NM		0	
29	1090	Delhi Police Helpline	NM		0	
30	1091	Women in Distress(Delhi Police)	M	Calling Party	180	
31	1093	Addl.DCP-II	M	Calling Party	180	
32	1094	Dy.Commissioner of Police (Missing Children and Women)	M	Calling Party	180	
33	1095	Dy.Commissioner of Police Traffic	M	Calling Party	180	
34	1096	Anti Teasing Cell (Crime Branch Delhi)	M	Calling Party	180	

35	1097	Advice/Information on HIV/AIDS	M	Called Party	0	
36	1098	Child Helpline	M	Called Party	0	
37	1099	Centralised Accident & Trauma Services(CATS)	NM		0	
38(i)	1130/ 1130	011 Customer Care Helpline	NM		0	
38(ii)	022-1130	Customer Care Helpline	NM		0	
39	1251	IVRS/Information Centre of LIC	M	Calling Party	180	
40	1258	Prasar Bharti-News on Phone in Hindi	M	Calling Party	60	
41	1259	Prasar Bharti-News on Phone in English	M	Calling Party	60	
42	1266	Helpline for MCD Control Room	M	Calling Party	180	
43	1280	Delhi Tourism and Transportation Development Corporation Ltd.	M	Calling Party		Closed on 02.04.16
44	1291	Students' Helpline of Delhi Police	NM		0	
45	1322	Indian Railways & Security Helpline Number	M	Calling Party	180	
46	1323	IRCTC Railway e-Catering Services	M	Called Party	0	
47	1363	Tourist Information Service	M	Called Party	0	
48	1407	Indian Airlines Call Centre	M	Calling Party	60	
49	1412	Air India Express Service	M	Calling Party	180	
50	1500	Informative Service Call Centre	NM		0	
51	1501	Helpline for Basic/Landline	NM		0	
52	1502	Helpline for WLL/Garuda	NM		0	
53	1503	Helpline for Dolphin & Trump Mobile	NM		0	
54	1504	MTNL Internet Helpdesk	NM		0	
55	1505	Helpline for Leased Line	NM		0	
56	1506	Helpdesk of MLDN	NM		0	
57	1507	Helpline for FTTH	NM		0	
58	1508	Helpline for VIP & Corporate Customers of GSM	NM		0	
59	1509	BB Queries of MTNL Delhi	NM		0	
60	1511	Govt. of NCT of Delhi for Police Related services for all Metro Rail Projects across the nation	M	Called Party	0	
61	1512	Prevention of Crime in Railways	M	Called Party	0	
62	1514	National Career Services(NCS) Helpline to all states/UT of M/o Labour & Employment	M	Called Party	0	
63	1516	State Legal Service Authority Helpline of Delhi Service Legal Authority	M	Called Party	0	
64	1517	Helpdesk for tele-verification and activation complaints of new SIMs	NM		0	
65	1518	Customer Care number for Corporate Customers for grievances related to Wireless Service	NM		0	
66	1520	Chief Minister Banking & Insurance Help to UP Govt.	M	Called Party	0	
67	1551	Kisan Call Centre	M	Called Party	0	
68	1567	Demand Trunk Services	NM		0	
69	1583	Trunk Information	NM		0	
70	1584	Phonogram Enquiry	M	Calling Party	180	
71	1585	Phonogram Booking	M	Calling Party	180	
72	1588	Trunk Enquiry VIP	NM		0	
73	1589	Trunk Booking VIP	NM		0	
74	1666	IVRS Billing Enquiry System/Payment Reminder System for fixed lines	NM		0	
75	1903	Sashastra Seema Bal(SSB) Helpline	M	Called Party	0	
76	1904	Indian Army Helpline	M	Calling Party	180	

77	1906	Petroleum Industry Emergency Helpline for M/s Bharat Petroleum Corporation Ltd.	M	Called Party	0	
78	1909	National Do Not Call(NDNC) Registry	NM		0	
79	1914	Computerised Central Customer Care Centre Service for Postal Deptt.	M	Calling Party	180	
80	1916	Drinking water supply helpline. Delhi Jal Board	M	Called Party	0	
81	1918	Booking of Faulty Leased Circuits	NM		0	
82	1919	Eye Donation	NM		0	
83	1923	Radio Taxi Service of Saras Cabs Pvt. Ltd.	M	Calling Party	180	
84	1947	M/s Unique Identification Authority of India, Planning Commission	M	Called Party	0	
85	1949	Dial Before you Dig	NM		0	
86	1950	Election Commission of India	M	Called Party	0	
87	1951	Automatic Change Number Announcement(In Hindi)	NM		0	
88	1952	Automatic Change Number Announcement(In English)	NM		0	
89	1954	Automatic Change Number Announcement(used at the time of area transfers)	NM		0	
90	1957	NIB Helpdesk for Internet Services	NM		0	
91	1961	M/s Aaykar Sampark Kendra of Income Tax Department	M	Called Party	0	
92	1963	Complaints regarding grey market in Telecom field	NM		0	
93	1964	Central Vigilance Commission	M	Called Party	0	
94	1967	Grievance Registration and Redressal ,Delhi Govt.	M	Called Party	0	
95	10580	State Council of Educational Research and Training(SCERT)	M	Called Party	0	
96	10582	Women & Child Trafficking Helpline	M	Called Party	0	
97	10920	Helpline for women of Shakti Shalini	M/s NM		0	
98	10921	Helpline for women of All India Women's Conference	M/s NM		0	
99	12626	MTNL Internal Broadband Helpdesk	M	Calling Party	180	
100	12699	M/s Aksh Optifibre Ltd.	M	Calling Party	180	
101	15100	National free Legal Helpline	M	Called Party	0	
102	15101	PAN India Gas pipe line help line	M	Called Party	0	
103	15102	Use of All India Radio	M	Called Party	0	
104	105010	Helpline of M/s Escorts Heart Institute	M	Calling Party	180	
105	105959	Sarvodaya Hospital and Research Centre, Faridabad	M	Calling Party	60	
106	126126	IVRS Based Value Added Service on revenue Sharing Basis for M/s SN Telemedia Services Pvt.Ltd.	M	Calling Party	**	
107	127161	Shared Service Intercommunication	M		180	
108	127667	IVRS OF M/S CELLNEXT PVT. LTD.	M	Calling Party		Mobile service
109	155200	Military Police control room	M	Calling Party	180	
110	155210	Railway Vigilance Mobile Helpline of India Railways	M	Calling Party	180	
111	155214	Labour Helpline to all State Govt./Uts	M	Called Party	0	
112	155215	Delhi University Helpline	M	Calling Party	180	
113	155216	Indraprastha Gas Limited	M	Called Party	0	
114	155222	Anti Ragging Helpline	M	Called Party	0	

115	155223	Registration of subscriber request for Value Added Services for Dolphin	NM			Mobile service
116	155224	CGHS Helpline, Directorate General of Health Services	M	Calling Party	60	
117	155226	Indian Air Force Helpline	M	Called Party	0	
118	155229	Tobacco Quit Line Services to Vallabhbai Patel Chest Institute, University of Delhi	M	Called Party	0	
119	155232	M/s Postal Life Insurance Directorate	M	Called Party	0	
120	155255	IRDA	M	Called Party	0	
121	155303	M/s East Delhi Municipal Corporation	M	Calling Party	180	
122	155345	Citizen Relationship and Grievance Management System(CRGMS) Project of GNCT Delhi.	M	Calling Party	60	
123	155353	Institute of Liver and Biliary Sciences	M	Called Party	0	
124	155355	Citizen Relationship and Grievance Management System(CRGMS) of Delhi Govt.	M	Calling Party	180	
125	155370	Delhi Metro Rail Corporation Ltd.	M	Calling Party	180	
126	171000	Access to INET Node for INET customers	M	Calling Party	180	

* For L-139, charging for CCB PCO is @ Re1/minute & for all others @ Rs.2/min.

** For L-126126, charging is @ Rs.3/pulse & pulse is of 30 sec.

SPECIAL CHARACTER CODE

S.No.	Special Character Code used	Details of services offered through the special character coded	Tariff applicable			
			Voice		Pulse rate (sec.) *	Remarks
1	#7	CUG Level through NGN for MTNL Officers/Officials	Delhi		0	
2	#9	Citywide Centrex Facility through NGN	Delhi		0	
3	#1, #2, #3, #4	VPN Services	Delhi		0	
4	1*0 & 1*1	Retrieval of New & Old Messages resp. by MTNL customers	Delhi		1*0*=0s 1*1*=60s	
5	1*9,1*2,1*30/33/39, 1*4, 1*60/62/66/67/69	Offnet Delivery of Voice SMS by MTNL Customers through Kirusa Server	Delhi		60s	

Remarks:

1. Levels 1033,127667& 155223 for Dolphin only.
2. For all levels with 180s pulse,one minute plan,one india plan & PCO's
3. L-1280 has been closed on 02.04.2016.