

**Government of India
Ministry of Communications
Department of Telecommunications
(Licensing Policy Division)
20-Ashoka Road, New Delhi-110001**

File No.: 20-443/2025-LPA

Dated: 02.09.2025

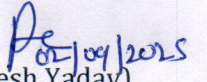
OFFICE MEMORANDUM

Subject: Inclusion of Nepali Language in Telecom-Related Communications in the State of Sikkim- reg.

The undersigned is directed to convey that, in order to ensure effective communication and improve user experience for telecom subscribers in the State of Sikkim, it has been decided that all the licensees operating in the State shall henceforth include Nepali language in all telecom-related communications, including IVRS messages, SMS, and call centre support etc.

2. All the licensees are hereby directed to take necessary action to implement the above in their networks and services in the State of Sikkim and furnish a compliance report to the concerned LSA office on the same within 30 days from the date of issue of this letter.

3. This issues with the approval of the competent authority.


(Rakesh Yadav)

AWA (LP)

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