

Government of India  
Department of Telecommunications  
Access Services Wing  
20, Ashoka Road, New Delhi-110001

No.16-3/2013/AS-III (Part III)/171/...415/

Dated:28/10/2016

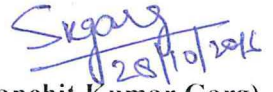
To,

All Access Service Providers.

**Subject:- Allocation of Short Code '155250' for citizen centric helpline to Govt of Tamil Nadu regarding.**

The undersigned is directed to convey the approval of competent authority to allocate Short Code '155250' for **Citizen Centric Helpline to Directorate of e-Governance, IT Deptt., Govt. of Tamil Nadu** with following features:-

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access Service providers.
  - (ii) Accessibility: Un-restricted i.e. available on STD also.
  - (iii) Metered Service Called party pays.
2. All are requested to take necessary action.

  
(Sanchit Kumar Garg)  
ADET (AS-III)  
Tel.:23036444

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

1. Secretary, TRAI.
2. Director of e-Governance & Chief Executive Officer, Tamil Nadu e-Governance Agency, 5/9 Kavignar Bharathidasan Salai, Alwarpet, Chennai-600018 to appoint a nodal officer to implement the helpline. The Nodal officer may contact DDG (TERM), TERM Cell, Chennai, Tamil Nadu).
3. CMD MTNL/ BSNL.
4. Director (TERM-I), DoT (HQ) (respective TERM Cell may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
5. ADG (IT) with request to kindly upload on DoT Website.