

Government of India
Ministry of Communication & Information Technology
Department of Telecommunications
Access Services Wing
20, Ashoka Road, New Delhi-110001

No.16-3/2011-AS-III/76/451

Dated: 31/12/2015

To

All Access Service Providers in Tamil Nadu including Chennai

Subject:-Allocation of Short Code '1100' as Helpline.

In partial modification to DoT letter of even number dated 21/12/2015, the undersigned is directed to convey the approval of competent authority for allocation of Short Code '1100' as Chief Minister's Special Cell for effective and faster redressal of grievances to Government of Tamil Nadu with following features as under:.

- (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) Called Party Pays

Also, short code '1100' allocated for **Parishkaram** to all state/UT shall be for all State/UT excluding Tamil Nadu (including Chennai) & Madhya Pradesh.

2. TERM Cell in Chennai (field units of DoT) shall be nodal offices for co-ordination, required, if any, with Telecom Service Providers to implement the help line.
3. Hindi version will follow.


(Sanchit Kumar Garg)

Assistant Divisional Engineer Telecom (AS-III)

Tel: 011-23710488

E-Mail: sanchitk.garg@gov.in

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

1. All State Govt./UTs Chief Secretaries (It is requested to appoint a Nodal Officer to co-ordinate with Telecom Service Providers of concerned State/UTs who may be directed to contact with concerned TERM Cell for any help, if needed, to implement the helpline.
2. Secretary, TRAI
3. CMD, MTNL/ CMD, BSNL
4. DG.COAI /AUSPI
5. Principal Secretary, Public (Special. B) Department, Secretariat, Chennai-600009 dated 21.12.2015
6. Director (TERM-I), DoT (HQ). (All TERM Cells may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline. as and when approached).
7. Dir. (OL), DoT HQ with request to provide Hindi version of this letter to ADG (IT) for uploading on DoT Website.
8. ADG (IT) with request to kindly upload on DoT Website.

Government of India
Ministry of Communication & Information Technology
Department of Telecommunications
Access Services Wing
20, Ashoka Road, New Delhi-110001

No.16-3/2011-AS-III/69

Dated: 21/12/2015

To

All Access Service Providers in Tamil Nadu including Chennai

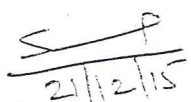
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