

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

No. 16-3/2013-AS.III/ Part-II/204/285/

Dated :09/08/2016

To

All Access Service Providers.

Subject:- Allocation of Short Code '155277' as National Consumer Helpline to Ministry of Consumer Affairs, Food and Public Distribution, Govt. of India.

The undersigned is directed to convey the approval of competent authority for allocation of Short Code '155277' as **National Consumer Helpline** to Ministry of Consumer Affairs, Food and Public Distribution, Govt. of India. with features as under:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers.
 - (ii) Accessibility: Un-restricted i.e. available on STD also.
 - (iii) Metered Service: (It may be taken as Called Party Pays or Calling Party Pays depending on a separate intimation, to this effect, issued from the agency to which this short code is allocated in furtherance to this DoT instruction).
2. All are requested to take necessary action.

S.K. Garg
09/08/2016

(Sanchit Kumar Garg)
ADET(AS-III)

Tel.:011-23036444

Email:sanchitk.garg@gov.in

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

1. Joint Secretary, Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, Krishi Bhawan, New Delhi-110001 with reference to your D.O letter No. O.11011/11/2016-CWF/CPU dated 03/08/2016.
2. Secretary, TRAI.
3. CMD MTNL/ BSNL.
4. 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).
5. ADG (IT) with request to kindly upload on DoT Website.