

Government of India
Department of Telecommunications
(Access Services Wing)
Sanchar Bhawan, 20, Ashoka Road, New Delhi – 110001

No.16-10/2018-AS-III/Short Codes/205/1627


Dated: 20/11/2020

To,
All Access Service Providers,

Subject: Allotment of short code '14449' as Helpline number to Government of Andhra Pradesh to register complaints against Police -reg.

The undersigned is directed by competent authority to state that short Code '14449' is allocated as Helpline number to Government of Andhra Pradesh to receive complaints against Police to make the police force of state, more accountable and transparent to the people with the following features:

- i. Category-I: Service (i.e. mandatory service to be provided by all the Access providers)
 - ii. Accessibility: Restricted i.e. within State only.
 - iii. Metered Service: (It may be taken as Called Party Pays or Calling Party Pays depending on intimation, to this effect, issued by the agency to which this short code is allocated in furtherance to this DoT instruction).
2. All are requested to take necessary action.
 3. This is issued with the approval of competent authority.


(Sanchit Kumar Garg)
Assistant Director General (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. office of Chief Minister, Government of Andhra Pradesh w.r.t. DO No. 66/CM PRL/2020 dated 17.11.2020 shall appoint the nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, concerned States/UTs.
4. Director (P&N), DoT (HQ), (respective LSA field unit may be asked to coordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and where approached).
5. A copy for upload on DoT Website.

Digitally signed by SANCHIT
KUMAR GARG

Date: Fri Nov 20 15:48:53 IST
2020

Reason: Approved