

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

No. 16-01/2017-AS-III/(Short Codes)/360/

Dated: 03/06/2020

To,

All Access Service Providers,

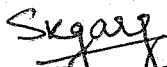
**Subject: Allotment of short code '155359' to Centralized Customer Care Helpline No. for WATCO (Water Corporation of Odisha-A State Public Sector Undertaking providing Drinking Water Services) for monitoring of Grievances by Government of Odisha-reg.**

The undersigned is directed by competent authority to state that short Code '155359' is allocated to "Centralized Customer Care Helpline Centre" for addressing the water supply and sewer/septage service related grievances of the customers to WATCO (Water Corporation of Odisha-A State Public Sector Undertaking providing Drinking Water Services), Government of Odisha with following features:

- i. Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
- ii. Accessibility: Restricted i.e. with in state only.
- iii. Metered Service: Called Party Pays
- iv. This short code shall be terminated on Toll Free number 1800-345-6783.

2. All are requested to take necessary action.

3. This is issued with the approval of competent authority.

  
(Sanchit Kumar Garg)  
ADG (AS-III)  
03.06.2020

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. G. Mathi Vathanan, IAS, Principal Secretary to Government, Housing and Urban Development Department, Government of Odisha w.r.t. your letter No. 93/PS/HUD dated 20.05.2020 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 co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
5. A copy for upload on DoT Website.