

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

No.16-3/2013/AS-III (Part II)/235/729

Dated:07/07/2017

To,

All Access Service Providers.

Subject:- Allocation of Short Code '155250' for CPGRAMS Call Center, Govt. of Arunachal Pradesh regarding.

The undersigned is directed to convey the approval for allocation of short code '155250' for CPGRAMS (Centralized Public Grievance Redress and Monitoring System) Call Center to Deptt. of IT, Arunachal Pradesh with following features:-

- (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 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 Sr. DDG (AS).

Skgarg 07/07/2017
(Sanchit Kumar Garg)
ADG (AS-III)
Tel.:011-23372725

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

1. Secretary, TRAI.
2. IRS, Secretary (IT), Govt. of Arunachal Pradesh, Civil Secretariat, Room No. 107, Block-1, 1st Floor, Itanagar-791113.This is w.r.t to your letter dated 05-07-17.You are requested to appoint a nodal officer. The Nodal officer may contact DDG (TERM), TERM Cell, North-East-II.
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. A copy for upload on DoT Website.