

F.No. 16-3/2013- AS-III/1081/542
Government of India
Ministry of Communications & I.T.
Department of Telecommunications
(Licensing Cell (AS-III Section))

Sanchar Bhawan, 20- Ashoka Road,
New Delhi-110001 Dated 2nd May, 2013

To,

All Access Service Providers

**Subject:- Regarding allotment of short code for comprehensive Complain
Redressal System (CCRS) to Ahmedabad Municipal Corporation(AMC).**


Sir,

I am directed to convey the approval of the competent authority for allotment of "155304" to Ahmedabad Municipal Corporation for receiving the comprehensive Complaints Redressal System.

2. Accordingly, you are requested to take necessary action for start of a Helpline service on six digit Short Code "155304" which will be **toll free, Category-II service with Rrestricted accessibility** as define below:

- (i) Category- II Service, (i.e. mandatory services to be provided by all the Access Services Providers)
- (ii) Restricted i.e. accessible from anywhere, national or International and
- (iii) Metered (Called Party pays)

Yours faithfully,


(Narayan Rain)

Section Officer(AS-III)

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

1. Secretary, TRAI
2. ADG (TEC), Khurshid Lal Bhavan, New Delhi
3. AD, MTNL, New Delhi
4. CMD, BSNL., New Delhi
5. C.G.M., B.S.N.L., Gujarat Circle, Ahmedabad
6. Dir.(CS-III)/Dir.(AS-IV), DOT, New Delhi
7. Dir.(IT), DoT for to uploading on DoT Website.
8. DDG (S-I), DoT (HQ), New Delhi
9. Chief Executive Officer, Ahmedabad Municipal Corporation, w.r.t. their letter No. Nil, dated 04-04-2013.


3/5/2013

ADG (IT-2)