

Government of India
Ministry of Communication & Information Technology
Department of Telecommunications
Access Services Wing
20, Ashoka Road, New Delhi-110001

No.16-3/2013-AS-III/86/ 714

Dated: 21.10.2013

To

All Access Service Providers

Subject: Allocation of Short Code '1037' to Public Grievance Cell, DoT HQ as 'Telecom Consumer Grievance Redressal Helpline'

I am directed to convey the approval of Competent Authority for allocation of Short Code '1037' to Public Grievance Cell, DoT HQ as 'Telecom Consumer Grievance Redressal Helpline'.

2. The feature of the Helpline is as stated below:

- (i) Non-metered service
- (ii) Category-I: Mandatory service to be provided by all the Access providers.
- (iii) Accessibility: Unrestricted accessibility which shall be accessible from anywhere, national or international.

3. All TSPs are requested to take necessary action in view of above.

Subhash
21.10.2013
(Subhash Chandra Kesarwani)
Assistant Director General (AS-III)

Tel:011-23372644

E-Mail: adgas3.hq-dot@nic.in

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

1. Secretary, TRAI
2. Sr. DDG (TEC)
3. Director (S-I), DoT (HQ).
4. DDG (PG), DoT HQ.
5. ADG (IT), DoT for to uploading on DoT website.