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F.No. 16-3/2013- AS-III/.....⁵²⁰
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 22.07.2013.

To,

All Access Service Providers

Subject:- Re-allotment of short code "155304" for comprehensive Complain System (CCRS to Ahmedabad Municipal Corporation (AMC)).

Sir,

In supersession of DoT letter of even number dated 2nd May, 2013 on the subject mentioned above (copy enclosed), I am directed to convey the approval of the competent authority for re-allotment of short code "155304" to Ahmedabad Municipal Corporation for receiving the comprehensive Complaints Redressal System.

2. Accordingly, all Access Service Providers are requested to take necessary action for start of a Helpline Service on **six digit Short Code "155304"** with following features:

- (i) Category- II Service, (i.e. these services are not mandatory but Access Providers shall use only these codes if such services are provided);
- (ii) Restricted i.e. accessible within local area i.e. either Gujrat LSA or AMC only.
- (iii) Metered (called Party pays)

Yours faithfully,


(Narayan Ram)

Section Officer(AS-III)

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

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