

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

No. 16-02/2023-AS-III/ShortCodes *149*

Dated : 18-08-2023

To,
 All Access Service Providers.

Subject:- Allocation of short code 14452 to Pune smart city development corporation limited as emergency call number for Integrated command and control centre .

The undersigned is directed to convey the allocation of Short code 14452 to Pune smart city development corporation limited (PSCDCL) as emergency call number for Integrated command and control centre (ICCC) for serving the common citizen in difficult situation with following features.

- (i) Category-I Service(i.e. mandatory service to be provided by all the Access service Providers.
 - (ii) Accessibility: Restricted within State only.
 - (iii) Metered Service: Called party pays.
 - (iv) The short code shall be terminated Toll Free Number 1800-233-6070 (destination PRI number 020-25252626).
2. All are requested to take necessary action.
 3. This is issued with the approval of DDG (AS).

Signed by
 Sanchit Kumar Garg
 Date: 18-08-2023 *18.08.23*

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Dr. Sanjay Kolte (I.A.S) Chief Executive Officer, Pune Smart City Development Corporation Ltd. PMC main building, Shivajinagar, Pune- 411005 with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, for concerned States/UTs.
4. Director (NT), O/o DGT HQ, (respective LSA field 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.