

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

No. 16-03/2011-AS-III/Short Code/

Dated: 26/04/2021

To,

All Access Service Providers.

Subject: Allotment of short code '14446' as Citizens Essential Services and Grievance Redressal System Helpline to Department of Governance Reforms, Government of Punjab.

Short code '14446' is allocated as Citizens Essential Services and Grievance Redressal System Helpline to Department of Governance Reforms, Government of Punjab. The short code shall have following features as under:

- i. Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
 - ii. Accessibility: Restricted i.e. within local service area.
 - iii. Metered Service: Calling Party pays.
 - iv. Short code shall be accessible for inbound, outbound as well as for SMS services.
2. All are requested to take necessary action.
 3. This is issued with the approval of competent authority

Sk Garg
(Sanchit Kumar Garg)
ADG (AS-III)
26.04.2021

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Parminder Pal Singh Sandhu, Additional Secretary, DGR-CUM-Member Secretary, PSeGS, Department of Governance Reforms, Plot No. D241, Industrial Area, Phase-8B, Sector-74, Mohali-160071 w.r.t.letterNo.DGR-MISC/20/2020-SM(M)-DGR-DEPT-GR/1336 dated 03.03.2021, with a request to appoint a nodal officer to implement the helpline. The email id is dgr@punjab.gov.in. The Nodal officer may contact Sr. DDG(LSA), LSA Unit, concerned States/UTs.
4. Director (P&N), DoT (HQ), (respective LSA field unit 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.