

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

No.16-3/2011/AS-III/Vol.II/320/239

Dated: 06-10-2022

To,

All Access Service Providers.

Subject: Allocation of Short Code '155340' to Department of Rural Development and Panchayat Raj, Government of Tamil Nadu.

Short code '155340' is allocated as citizen centric services helpline related to water supply, street lighting, sanitation, basic amenities and other grievances of the rural public to Department of Rural Development, Panchayat Raj, Government of Tamil Nadu with following features as:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
- (ii) Accessibility: Restricted i.e. within state.
- (iii) Metered Service: (It may be taken as Called Party Pays or Calling Party Pays depending on a separate intimation, to this effect, issued from the agency to which this short code is allocated in furtherance to this DoT instruction).

2. All are requested to take necessary action.
3. This is issued with the approval of competent authority.

**Signed by Sanchit Kumar
Garg**

Date: 06-10-2022 10:17:47

(Sanchit Kumar Garg)

ADG (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Dr. Darez Ahamed, Commissioner, Rural Development and panchayat Raj, Panagal Building, Saidapet, Chennai-600015 w.r.t. letter No. 31175/2022/PRI 3.1 dt. 19.09.2022 with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, concerned States/UTs.
4. Director (P&N), DGT (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.