

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

No. 16-1/2017-AS-III/52/970/

Dated : 04/05/2018

To,  
All Access Service Providers.

**Subject:- Allocation of short code for Citizen Grievance Redressal System regarding.**

The undersigned is directed to convey the allocation of Short Code '155398' to Collector Office, Chandrapur, Maharashtra for Citizen Grievance Redressal System with features as under:

- (i) Category-I: Service (i.e.mandatory service to be provided by all the Access providers).
  - (ii) Accessibility: Restricted.
  - (iii) Metered service: Called Party Pays .
2. All are requested to take necessary action.
  3. This is issued with the approval of DDG (AS-1).

*Srgarg 04/05/2018*  
Sanchit Kumar Garg  
ADG (AS-III)  
Tel. No.-011-23372725

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

1. Secretary, TRAI.
2. CMD MTNL /CMD BSNL.
3. Office of Collector, Chandrapur, Collector Office Building, MS Highway 264, Opposite Bus Stand, Chauhan Colony, Chandrapur-442402, Maharashtra to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, Maharashtra.
4. Director (P&N), DoT (HQ) (respective LSA 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.