

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

No. 16-1/2017-AS-III/Short Codes/147/ 1170/

Dated:11/12/2018

To,  
All Access Service Providers.

Subject:-Activation of outbound calls with sender ID '1100' from short code 1100 regarding.

This is in reference to short code '1100' allocated for Parishkaram to all State/UTs (except Tamil Nadu and Madhya Pradesh) as Chief Minister's Special cell for effective and faster redressal of grievances vide DoT letter no. 16-3/2011-AS-III/69/445 (copy enclosed) dated 21-12-2015 and its subsequent modification vide 16-3/2011-AS-III/76/451 (copy enclosed) dated 31-12-2015.

2. In consideration of request of Andhra Pradesh Govt. the undersigned is directed to convey the approval for short code '1100' to be used as Sender ID for out bound calling also (two-way communication) for the State of Andhra Pradesh. Call charges for calls made from 1100 shall be borne by Andhra Pradesh Govt. The remaining features shall remain same.
3. This is issued with the approval of DDG (AS-I).

*Sk Garg*  
(Sanchit Kumar Garg) 11/12/2018  
ADG (AS-III)  
Tel.:23372725

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

1. Secretary, TRAI.
2. CMD MTNL /CMD BSNL.
3. CEO, Real Time Governance Society (RTGS), Dept. of Real Time Governance (GoAP), 1<sup>st</sup> Floor, I Block, Andhra Pradesh Secretariate, Amaravati, Velagapudi, Andhra Pradesh 522503 w.r.t your D.O letter no. 05-02/Caller Line Identification-1100/2018-19 dated 15-05-2018, to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, Andhra Pradesh.
4. Director (P&N), DGT HQ, DoT (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.

Government of India  
Ministry of Communication & Information Technology  
Department of Telecommunications  
Access Services Wing  
20, Ashoka Road, New Delhi-110001

No.16-3/2011-AS-III/76/451

Dated: 31/12/2015

To

All Access Service Providers in Tamil Nadu including Chennai

**Subject:-Allocation of Short Code '1100' as Helpline.**

In partial modification to DoT letter of even number dated 21/12/2015, the undersigned is directed to convey the approval of competent authority for allocation of Short Code '1100' as Chief Minister's Special Cell for effective and faster redressal of grievances to Government of Tamil Nadu with following features as under:-

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access Service Providers.
- (ii) Accessibility: Un-restricted i.e. available on STD also.
- (iii) Called Party Pays

Also, short code '1100' allocated for **Parishkaram** to all state/UT shall be for all State/UT excluding Tamil Nadu (including Chennai) & Madhya Pradesh.

2. TERM Cell in Chennai (field units of DoT) shall be nodal offices for co-ordination, required, if any, with Telecom Service Providers to implement the help line.
3. Hindi version will follow.

S  
31/12/15

(Sanchit Kumar Garg)

Assistant Divisional Engineer Telecom (AS-III)

Tel: 011-23710488

E-Mail: [sanchitk.garg@gov.in](mailto:sanchitk.garg@gov.in)

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

1. All State Govt./UTs Chief Secretaries (It is requested to appoint a Nodal Officer to co-ordinate with Telecom Service Providers of concerned State/UTs who may be directed to contact with concerned TERM Cell for any help, if needed, to implement the helpline.
2. Secretary, TRAI
3. CMD, MTNL/ CMD, BSNL
4. DG.COAI /AUSPI
5. Principal Secretary, Public (Special. B) Department, Secretariat, Chennai-600009 dated 21.12.2015
6. Director (TERM-I), DoT (HQ). (All TERM Cells may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
7. Dir. (OL), DoT HQ with request to provide Hindi version of this letter to ADG (IT) for uploading on DoT Website.
8. ADG (IT) with request to kindly upload on DoT Website.

Government of India  
Ministry of Communication & Information Technology  
Department of Telecommunications  
Access Services Wing  
20, Ashoka Road, New Delhi-110001

No. 16-7/2011-AS-III dated 21/12/15

Dated: 21/12/2015

To

All Access Service Providers in Tamil Nadu including Chennai


Subject:-Allocation of Short Code '1100' as Helpline.

I am directed to convey the approval of competent authority for allocation of Short Code '1100' as Chief Minister's Special Cell for effective and faster redressal of grievances to Government of Tamil Nadu with following features as under..

- (i) Category -E Service (i.e. mandatory service to be provided by all the Access Service Providers.
- (ii) Accessibility: Un-restricted i.e. available on STD also.
- (iii) Called Party Pays

Also, short code '1100' allocated for Parishkaram to all state/UT shall be for all State/UT excluding Tamil Nadu (including Chennai)

2. TERM Cell in Chennai (field units of DoT) shall be nodal offices for co-ordination, required, if any, with Telecom Service Providers to implement the help line.
3. Hindi version will follow.

  
(Sanchit Kumar Garg)

Assistant Divisional Engineer Telecom (AS-III)

Tel: 011-23710488

E-Mail: [sanchitk.garg@doai.gov.in](mailto:sanchitk.garg@doai.gov.in)

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

1. All State Chief Secretaries (It is requested to appoint a Nodal Officer to co-ordinate with Telecom Service Providers of concerned state/UT who may be directed to contact with concerned TERM Cell for any help, if needed, to implement the helpline.
2. Secretary, TRAI
3. CMD, MTNL, CMD, BSNL
4. DG, COAI, AUSPI
5. Principal Secretary, Public (Special, B) Department, Secretariat, Chennai-600009 dated 21.12.2015
6. Director (TERM-I), DoT (HQ). (All TERM Cells may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
7. Dir. (OL), DoT HQ with request to provide Hindi version of this letter to ADG (IT) for uploading on DoT Website.
8. ADG (IT) with request to kindly upload on DoT Website.
9. DD (OL), DoT HQ with request to provide Hindi version of this letter to ADG (IT) for uploading on DoT Website.