

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

No. 16-3/2013-AS.III (Part-II)/ 51/311/

Dated 21/8/2015

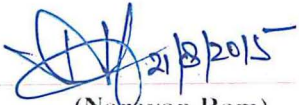
To

All Access Service Providers.

Subject:-Allocation of Short Code '155227' as for Citizen centric services Helpline reg.

In consideration to request from Ministry of Health & Family Welfare, Nirman Bhawan, New Delhi, I am directed to convey the approval of competent authority for allocation of **Short Code 155227** as "for Citizen centric services helpline including SMS under the Ministry of Health & Family Welfare with following features as mentioned below:

- (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) Metered Service.



(Narayan Ram)

Section Officer (AS-III)

Tel.:23036444

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

1. All State Govt. / UTs Chief Secretaries (It is requested the allocation of "Short Code '155227' as "for Citizen centric services helpline including SMS to all State Govt./UTs) is requested appoint a nodal officer to implement the helpline, as and when decided.
2. Secretary, TRAI
3. Secretary, Ministry of Health & Family Welfare, New Delhi with a request to kindly circulate this instruction to all State/UTs. They may further be requested appoint a nodal officer to implement the helpline, as and when decided.
4. Joint Secretary, Ministry of Health & Family Welfare, Nirman Bhawan, New Delhi-110011 with reference your D.O. letter No. T21016/29/14-TM dated 29/07/2015.
5. 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).
6. ADG (IT) with request to kindly upload on DoT Website.