

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

No. 16-01/2022-AS-III/Short codes/46/88

Dated:25-05-2023

To,
All Access Service Providers.

Subject: Allocation of Short code '1915' to Department of Consumer Affairs, Government of India.

This is in partial modification to earlier DoT letter No.16-1/2017-AS-III/Short codes/485/95 dated 04.04.2022 (copy enclosed) through which short code "1915" was allocated as National Consumer Helpline to Department of Consumer Affairs, Government of India.

2. In this regard, the undersigned is directed by competent authority to state that short code '1915' may also be utilized for providing incoming SMS facility to facilitate the consumers. The SMS shall be terminated on mobile No. 8800001915.
3. All other features shall remain same.
4. All are requested to take necessary action.

Encl: as above.

Signed by
Sanchit Kumar Garg
(Sanchit Kumar Garg)
Assistant Director, DoT
Date: 25-05-2023
AS/III/16/AS/106

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Jasbir Tiwari, Under Secretary, Ministry of Consumer Affairs, Food & Public Distribution, Department of Consumer Affairs, Krishi Bhawan, New Delhi-110001 w.r.t. letter No.J-24/23/2023-CPU dated 17.05.2023. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, concerned States/UTs.
4. Director (NT), DGT (HQ), (respective LSA field unit may be asked to coordinate 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 Communications
Department of Telecommunications
Access Services Wing
20, Ashoka Road, New Delhi-110001

No. 16-1/2017-AS-III/Short code/485/95

Dated: 4.-04-2022

To,
All Access Service Providers,

Corrigendum

Subject: - Allocation of Short Code '1915' for National Consumer Helpline to Department of Consumer Affairs, Government of India.

This is in partial modification to DoT letter No. 16-3/2013-AS.III/Part-II/216/333 dated 12.09.2016 (copy enclosed) vide which the short code '14404' was allocated as National Consumer Helpline to Ministry of Consumer Affairs, Food and Public Distribution, Govt. of India. In this regard, the undersigned is directed by competent authority to state that short code '1915' may now be read in place of short code '14404'.

2. The short code shall be terminated at Toll Free Number 1800-11-4000.
3. All other features shall remain same.
4. All are requested to take necessary action.

Signed by Sanchit Kumar
Garg
(Sanchit Kumar Garg)
Date: 01-04-2022 16:48:02
ADG(AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL /CMD BSNL.
3. Shri Rohit Kumar Singh, Secretary, Department of Consumer Affairs, Krishi Bhawan, Dr. Rajendra Prasad Road, New Delhi-110001 w.r.t. D.O. No. J-24/24/2022-CPU dt. 22.03.2022 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), 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.

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

No. 16-3/2013-AS.III/Part-IV/216/323/

Dated: 12/09/2016


To,
All Access Service Providers.

CORRIGENDUM

Subject:- Allocation of Short Code as National Consumer Helpline to Ministry of Consumer Affairs, Food and Public Distribution, Govt. of India.

The undersigned is directed to convey the approval of competent authority for allocation of Short Code '14404' as National Consumer Helpline to Ministry of Consumer Affairs, Food and Public Distribution, Govt. of India with features as under:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers.
 - (ii) Accessibility: Un-restricted i.e. available on STD also.
 - (iii) Metered Service: (It may be taken as Called Party Pays or Calling Party Pays depending on a Intimation, to this effect, issued by the agency to which this short code is allocated in furtherance to this DoT instruction).
2. The earlier issued short code 155277 for National Consumer Helpline to Ministry of Consumer Affairs, Food and Public Distribution, Govt. of India (copy enclosed) is withdrawn with immediate effect.
 3. All are requested to take necessary action.


(Narayan Ram)
Section Officer (AS-III)
Tel.:23036444

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

1. Secretary, TRAI.
2. Joint Secretary, Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, Krishi Bhawan, New Delhi-110001 with reference to your D.O letter No. O.11011/11/2016-CWF/CPU dated 23/08/2016 (It is requested to appoint a nodal officer to implement the helpline, as and when decided).
3. CMD MTNL/BSNL.
4. 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).
5. ADG (IT) with request to kindly upload on DoT Website.



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

No. 16-3/2013-AS.III/Pari-II/204/SS

Dated :09/08/2016

To

All Access Service Providers.

Subject:- Allocation of Short Code '155277' as National Consumer Helpline to Ministry of Consumer Affairs, Food and Public Distribution, Govt. of India.

The undersigned is directed to convey the approval of competent authority for allocation of Short Code '155277' as National Consumer Helpline to Ministry of Consumer Affairs, Food and Public Distribution, Govt. of India, with features as under:

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

SK Garg
09/08/2016
(Sanchit Kumar Garg)
ADET(AS-III)

Tel.:011-23036444

Email:sanchitl.garg@gov.in

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

1. Joint Secretary, Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, Krishi Bhawan, New Delhi-110001 with reference to your D.O. letter No. O.11011/11/2016-CWF/CPU dated 03/08/2016.
2. Secretary, TRAI.
3. CMD MTNL/ BSNL.
4. 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).
5. ADG (IT) with request to kindly upload on DoT Website.