

**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-III)/154/.382


Dated:07/10/2016

To,  
All Access Service Providers

Subject:-Allocation of Short Code to Andhra Pradesh Govt. reg.

The undersigned is directed to convey the approval of competent authority for allocation of Short Code **155250** as **“Centralized Call Center”** helpline for the State Central Command Centre of Andhra Pradesh Govt. 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: (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. 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. Pradyumna P.S, Secretary to Govt. and Joint Secretary to CM, Andhra Pradesh Govt, Upstairs of MeeSeva, Near Indira Gandhi Municipal Stadium, Labbipeta, Vijaywada-520010 with reference to your D.O letter No. 49/Comm/TelecomGen/ITE&C/2016 dated 22/09/2016 (It is requested to appoint a nodal officer to implement the helpline, as and when decided).
3. CMD MTNL / CMD BSNL.
4. DG, COAI/SG, AUSPI.
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.