

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/ Vol-II(Part)/23/.1.16

Dated 11/09/2014

To


All Access Service Providers

**Subject:- Allocation of Short Code '15105' to all States/UTs for Postal Complaint to Department of Post, Government of India.**

I am directed to convey the approval of competent authority for allocation of Short Code '15105' to all States/UTs for Postal Complaint to Department of Post, Government 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.

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

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

1. Secretary, Department of Post, Ashok Road, New Delhi-110001 (It is requested to appoint a Nodal Officer(s) to co-ordinate with Telecom Service Providers of concerned State/UTs).
2. Secretary, TRAI.
3. Dy. Divisional Manager (PLI) Bhubaneswar, Odisha Circle with reference to letter No. LI/1-8/2010 dated 19/06/2014 with a request to kindly circulate this instruction to all State/UTs. They may further be requested to appoint a nodal officer to implement the helpline.
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.