

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

No. 16-01/2017-AS-III/ ShortCode

Dated: 27.11.2024

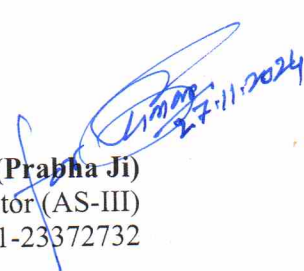
To,

All Access Service Providers.

Subject:- Allocation of short code '155237' to Home Department and Department of Urban Development and Urban Housing Development, Government of Gujarat for State traffic and Urban services.

The undersigned is directed to convey the allocation of short code '155237' to Home Department and Department of Urban Development and Urban Housing Development, Government of Gujarat to lodge complaints and grievances related to the issues of traffic, road repair, cattle menace, manhole as well as encroachment to facilitate the issues of citizens of Gujarat with the following features: -

- a. Category-I: Service (i.e. mandatory service to be provided by all the Access Service Providers).
 - b. Accessibility: Restricted (i.e. within the state only)
 - c. Metered Service: Calling party pays
To terminate Short Code at: - 079-22881030
 - d. Details and contact number of Nodal Person: Mihika Parmar, Contact No. 8320744686
2. All are requested to take necessary action.
3. This is issued with the approval of DDG (AS).


(Prabha Ji)
Director (AS-III)
Ph 011-23372732

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Shri Rajkumar Beniwal, Commissioner of Municipalities Administration, Karamayogi Bhavan, Block 1, Ground floor, Sector 10/A, Gandhinagar, Gujarat-382010. The Nodal officer may contact Special DG Telecom/Additional DG Telecom of respective LSA.
4. Director (T), DGT HQ, DoT (respective LSA field may be asked to coordinate with TSPs for implementation of helpline, as and when approached)
5. A copy for upload on DoT Website.