

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

No. 16-1/2017-AS-III-/ShortCode/ **70**

Dated:15.04.2025

To,

All Access Service Providers.

Subject: - Allocation of short code '14471' to Government of Odisha for Citizen Feedback Contact Centre.

The undersigned is directed to convey the allocation of short code '14471' to Govt. of Odisha for "Citizen Feedback Contact Centre" with 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 state only).
 - c. Metered Service: Called party pays.
 - d. The short code shall be terminated on – **1800-345-7880**
 - e. Nodal Contact Person Details: Miss Kalpana Biswal, Sr SA & Contact No: 9437167025
2. All are requested to take necessary action.
 3. This is issued with the approval of DDG (AS).

Digitally signed by
Vaibhav Jain
Director (AS-III)
Date: 15-04-2025
Ph 011-23372488
19:25:05

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

1. Secretary, TRAI.
2. Principal Secretary, E& IT & Chairman, OCAC Building, Plot No-N-1/7-D, Acharya Vihar, RRL Post Office, Bhubaneswar-751013. The Nodal officer may contact Special DG Telecom/Additional DG Telecom of Odisha LSA. (srddg.dot.od@gov.in)
3. Director (T), DGT HQ, DoT (respective LSA field units may be asked to coordinate with TSPs for implementation of helpline).
4. A copy for upload on DoT Website.