

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

No. 16-03/2013-AS-III/469/

Dated: 10/05/2021

To,

All Access Service Providers.

**Subject: Allotment of short code '1100' as Citizens Essential Services and Grievance Redressal System Helpline to Department of Governance Reforms, Government of Punjab.**

Short code '1100' is allocated as Citizens Essential Services and Grievance Redressal System Helpline to Department of Governance Reforms, Government of Punjab. The short code shall have following features as under:

- i. Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
  - ii. Accessibility: Restricted i.e. within local service area.
  - iii. Metered Service: Calling Party pays.
  - iv. Short code shall be accessible for inbound, outbound as well as for SMS services.
2. All are requested to take necessary action.
  3. The short code '14446' allocated earlier vide DoT letter dated 26.04.2021 is withdrawn with immediate effect.

  
(Sanchit Kumar Garg)  
ADG (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Parminder Pal Singh Sandhu, Additional Secretary, DGR-CUM-Member Secretary, PSeGS, Department of Governance Reforms, Plot No. D241, Industrial Area, Phase-8B, Sector-74, Mohali-160071, with a request to appoint a nodal officer to implement the helpline. The email id is [dgr@punjab.gov.in](mailto:dgr@punjab.gov.in). 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.