

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

No. 16-10/2018-AS-III/Short Code/248/

Dated: 18/05/2021

To,

All Access Service Providers.

**Subject: Allotment of short code '1533' as Helpline to Bruhat Bengaluru Mahanagara Palike (BBMP), Government of Karnataka to setup a call center to handle the grievances of citizens of Bengaluru City Corporation.**

Short code '1533' is allocated as Helpline to setup a call center to handle the grievances of citizens of Bengaluru City Corporation to Bruhat Bengaluru Mahanagara Palike (BBMP), Government of Karnataka. 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: (It may be taken as Called Party Pays or Calling Party Pays depending on 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.

*Sk Garg*  
*18.05.2021*  
(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 Gaurav Gupta, IAS, Chief Commissioner, Bruhat Bengaluru Mahanagara Palike (BBMP), N.R. Square, Bengaluru -560 002 w.r.t. letter No. CC/PSR/58/2021-22 dated 15.05.2021, with a request to appoint a nodal officer to implement the helpline. The email id is Comm@bbmp.gov.in and contact details are 080-22227455, 22221286, 22975550. 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.