

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

No.16-3/2011/AS-III/Vol.II/258/ 1677

Dated: 30/12/2020


To,

All Access Service Providers.

**Subject: Allotment of short code '155245' to GSWS Department, Government of Andhra Pradesh for making aware of Government Welfare Programmes and addressing possible legitimate grievances of the citizen-regarding.**

The undersigned is directed to convey the approval for allocation of short code '155245' to GSWS Department, Government of Andhra Pradesh for making aware of Government Welfare Programmes and addressing possible legitimate grievances of the citizen with features as:

- i. Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
  - ii. Accessibility: Restricted i.e. within State only.
  - 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.
  3. This is issued with the approval of DDG (AS).

  
(Sanchit Kumar Garg)  
ADG (AS-III)  
30.12.2020

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Office of Principal Secretary to Government, Government of Andhra Pradesh w.r.t. letter No. 88/C/SN-DS/2020 dated 19.12.2020 shall appoint the nodal officer to implement the helpline. 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 coordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).

Digitally signed by SANCHIT KUMAR GARG  
5. A copy for upload on DoT Website.

SANCHIT KUMAR GARG

Date: Wed Dec 30 17:35:39 IST