

**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/260/

Dated: 21/06/2021

To,

All Access Service Providers.

**Subject: Allotment of short code '155257' as Helpline to redress the problems of the pilgrims at Tirumala and also help the pilgrims in case of any emergency to Tirumala Tirupati Devasthanams, Tirupati as well as Helpline to receive the complaints/suggestions etc from Pan India at TTD call centre which is operational 24\*7.**

Short code '155257' is allocated as a Helpline to redress the problems of the pilgrims at Tirumala and also help the pilgrims in case of any emergency to Tirumala Tirupati Devasthanams, Tirupati. The short code can also be utilised as Helpline to receive the complaints/suggestions etc from Pan India at TTD call centre which is operational 24\*7. 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: Un-Restricted.
  - iii. Metered Service: Called Party pays.
2. All are requested to take necessary action.

  
(Sanchit Kumar Garg)  
ADG (AS-III)  
21.07.2021

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Dr. K.S. Jawahar Reddy, IAS, Executive Officer, Tirumala Tirupati Devasthanams, Tirupati w.r.t. letter No. TTD-57021(31)/1/2021-SE-ELE-TTD dated 24.04.2021, with a request to appoint a 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 co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
5. A copy for upload on DoT Website.