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F.No. 16-3/2013-AS-III/89/773

Government of India

Ministry of Communication & Information Technology

Department of Telecommunications

Access Services Wing

20, Ashoka Road, New Delhi-110001

Dated: 06/01/2014

To

All Access Service Providers

Subject: Allocation of Short Code '1063' to Public Grievance Cells of DoT.

In suppression of DoT instruction dated 21/10/2013 (copy enclosed), I am directed to convey the approval of competent authority for allocation of short code '1063' to Public Grievance Cells of DoT.

2. The features of the Helpline are as stated below:

- (i) Non-metered service.
- (ii) Category-I; Mandatory service to be provided by all the Access providers.
- (iii) Accessibility; Unrestricted accessibility which shall be accessible from anywhere, national or international.
- (iv) The Grievance Calls are to be carried by respective service providers up to the points of terminations which will be decided by Public Grievance Cell (PG Cell) of DoT Head Quarter.

3. All TSPs are requested to take necessary action accordingly.

Subhash  
06.01.2014

(Subhash Chandra Kesarwani)  
ADG (AS-III)

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

1. Secretary, TRAI
2. Sr. DDG (TEC)
3. Director (S-I), DoT (HQ)
4. DDG (PG), DoT HQ, for necessary action please.
5. ADG (IT) with request to kindly upload on DoT website.