

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

No. 16-02/2023-AS-III/ShortCode / 203

Dated: 27.12.2023

To,


All Access Service Providers.

Subject: Allocation of short code '14449' to Government of Gujarat, as Helpline number to lodge complaint of Police misconduct.

In partial modification to DoT letter no. 16-10/2018-AS-III/Short Codes dated 20.11.2020 (letter enclosed) through which short code '14449' was allocated to Government of Andhra Pradesh, it is decided to route the calls for short code '14449' to Government of Gujarat as a dedicated helpline number to lodge complaint of Police misconduct with following details: -

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access service providers).
- (ii) Accessibility: Restricted i.e. within State only.
- (iii) Metered Service: Called Party Pays.

2. All are requested to take necessary action.
3. This is issued with the approval of competent authority.


27/12/2023
(Trilok Chandra)
Director (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Sh. Khursheed Ahmed, Addl. D.G. of Police, Police Modernization Division, Gujarat State, 1st floor, Police Bhavan, Sector-18, Gandhinagar.
4. Director (T), DGT Hq (respective LSA field may be asked to coordinate with Shri Anil Nayak, Deputy Administrative Officer (mob. No. 7874451152) and TSPs for implementation of helpline, as and when approached)
5. A copy for upload on DoT Website.

Government of India
Department of Telecommunications
(Access Services Wing)
Sanchar Bhawan, 20, Ashoka Road, New Delhi – 110001

Dated: 20/11/2020

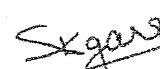
No.16-10/2018-AS-III/Short Codes/205/1627

To,
All Access Service Providers,

Subject: Allotment of short code '14449' as Helpline number to Government of Andhra Pradesh to register complaints against Police -reg.

The undersigned is directed by competent authority to state that short Code '14449' is allocated as Helpline number to Government of Andhra Pradesh to receive complaints against Police to make the police force of state, more accountable and transparent to the people with the following features:

- 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 competent authority.


(Sanchit Kumar Garg)
Assistant Director General (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. office of Chief Minister, Government of Andhra Pradesh w.r.t. DO No. 66/CM PRL/2020 dated 17.11.2020 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 where approached).
5. A copy for upload on DoT Website.

Digitally signed by SANCHIT

KUMAR GARG

Date: Fri Nov 20 15:48:53 IST

2020

Reason: Approved