

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

No. 16-01/2017-AS-III/ShortCode / 93

Dated:24.07.2024

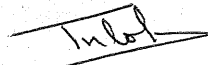
To,

All Access Service Providers.

Subject: - Allocation of short code '14437' to Consumer Awareness and Protection Unit (CAPU), Food, Civil supplies and consumer affairs department, Govt. of Gujarat.

The undersigned is directed to convey the allocation of short code '14437' to Consumer Awareness and Protection Unit (CAPU), Food, Civil supplies and consumer affairs department, Govt. of Gujarat with the following features: -

- a. Category-I: Service (i.e. mandatory service to be provided by all the Access Service Providers).
 - b. Accessibility: Restricted (within the state only)
 - c. Metered Service: Called party pays.
 - d. To terminate Short Code at: - 1800-233-0222
 - e. Details and contact number of Nodal Person: Ms. Smita Gosai, Assistant Director (IT),
Mobile no. 99099 21265
2. All are requested to take necessary action.
 3. This is issued with the approval of competent authority.


(Trilok Chandra)
Director (AS-III)
Ph 011-23372063

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Shri R.C Meena, Principal Secretary, Food civil supplies and consumer affairs department, Govt. of Gujarat. The Nodal officer may contact Special DG Telecom/Additional DG telecom of respective LSA.
4. Director (T), DGT HQ, DoT (respective LSA field may be asked to coordinate with TSPs for implementation of helpline, as and when approached)
5. A copy for upload on DoT Website.