

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

No. 16-01/2022-AS-III/ShortCode/57

Dated: 10.05.2024

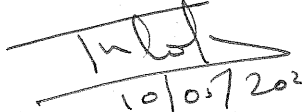
To,

All Access Service Providers.

**Subject: Allocation of short code '15109' to National Pharmaceutical Pricing Authority (NPPA), Department of Pharmaceuticals (DoP)- regarding.**

Short code '15109' is hereby allotted to National Pharmaceutical Pricing Authority (NPPA), Department of Pharmaceuticals (DoP), for lodging complaints regarding non availability of essential drugs and any overpricing of essential medicine with the following features: -

- i. Category-I: Service (i.e. mandatory service to be provided by all the Access service providers.
  - ii. Accessibility: Un-restricted (to be accessible across India).
  - iii. Metered service: Called Party Pays
  - iv. The short code will terminate at: - **1800 111 255**
2. All are requested to take necessary action.
  3. This is issued with the approval of DDG (AS).

  
10/05/2024  
**(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. Arunish Chawla, Secretary, Department of Pharmaceuticals, Ministry of Chemicals & Fertilizers, Dr Rajendra Prasad Rd, Shastri Bhawan, New Delhi-110001, with a request to appoint a nodal officer. The nodal officer may contact Sr. DDG(LSA), LSA unit of concerned states/UTs, in case of any difficulty.
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.