

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 codes/04/1404


Dated: 11/11/2019

To,
All Access Service Providers.

Subject: Allotment of short code '14400' for feedback/complaints against corruption and '14500' for feedback/complaints against illegal mining & illegal sale of liquor to Government of Andhra Pradesh.

The undersigned is directed to convey the approval for allocation of short code '14400' for feedback/complaints against corruption, '14500' for feedback/complaints against illegal mining & illegal sale of liquor to Government of Andhra Pradesh with features as:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
 - (ii) Accessibility: restricted i.e. available within the state of Andhra Pradesh.
 - (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. This is issued with the approval of DDG (AS).
 3. All are requested to take necessary action.


(R.K. Soni) 11/11/19
Director (AS-III)
Tel.:011-23711909

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. The Hon'ble Chief Minister of Andhra Pradesh, 1st Floor, Building-1, A.P. Secretariat office, Velagapudi w.r.t your letter dated 07-11-2019, with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, Andhra Pradesh.
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.