

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

No. 16-3/2013-AS.III/ Part-II/216/... 333/

Dated : 12/09/2016

To,

All Access Service Providers.

CORRIGENDUM

Subject:- Allocation of Short Code as National Consumer Helpline to Ministry of Consumer Affairs, Food and Public Distribution, Govt. of India.

The undersigned is directed to convey the approval of competent authority for allocation of Short Code '14404' as **National Consumer Helpline** to Ministry of Consumer Affairs, Food and Public Distribution, Govt. of India with features as under:

- (i) Category-1: Service (i.e. mandatory service to be provided by all the Access providers.
 - (ii) Accessibility: Un-restricted i.e. available on STD also.
 - (iii) Metered Service: (It may be taken as Called Party Pays or Calling Party Pays depending on a intimation, to this effect. issued by the agency to which this short code is allocated in furtherance to this DoT instruction).
2. The earlier issued short code 155277 for **National Consumer Helpline** to Ministry of Consumer Affairs, Food and Public Distribution, Govt. of India (copy enclosed) is withdrawn with immediate effect.
 3. All are requested to take necessary action.



(Narayan Ram)

Section Officer (AS-III)

Tel.:23036444

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

1. Secretary, TRAI.
2. Joint Secretary, Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, Krishi Bhawan, New Delhi-110001 with reference to your D.O letter No. O.11011/11/2016-CWF/CPU dated 23/08/2016 (It is requested to appoint a nodal officer to implement the helpline. as and when decided).
3. CMD MTNL/ BSNL.
4. Director (TERM-I), DoT (HQ). (All TERM Cells may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline. as and when approached).
5. ADG (IT) with request to kindly upload on DoT Website.



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

No. 16-3/2013-AS.III/Part-II/204/2.55/

Dated :09/08/2016

To

All Access Service Providers.

Subject:- Allocation of Short Code '155277' as National Consumer Helpline to Ministry of Consumer Affairs, Food and Public Distribution, Govt. of India.

The undersigned is directed to convey the approval of competent authority for allocation of Short Code '155277' as National Consumer Helpline to Ministry of Consumer Affairs, Food and Public Distribution, Govt. of India, with features as under:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers.
 - (ii) Accessibility: Un-restricted i.e. available on STD also.
 - (iii) Metered Service: (It may be taken as Called Party Pays or Calling Party Pays depending on a separate intimation, to this effect, issued from the agency to which this short code is allocated in furtherance to this DoT instruction).
2. All are requested to take necessary action.



(Sanchit Kumar Garg)
ADET(AS-III)

Tel.:011-23036444

Email:sanchitk.garg@govt.in

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

1. Joint Secretary, Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, Krishi Bhawan, New Delhi-110001 with reference to your D.O. letter No. O.11011/11/2016-CWF/CPU dated 03/08/2016.
2. Secretary, TRAI.
3. CMD MTNL/ BSNL.
4. Director (TERM-I), DoT (HQ). (All TERM-Cells may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when).
5. ADG (IT) with request to kindly upload on DoT Website.