

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

No.16-3/2013/AS-III/490/ 92

Dated: 22/07/2021

To,
All Access Service Providers

Subject: Allotment of short code '14545' for establishing a Call Center for Citizen Grievance Redressal Portal of Government of Telangana.

Short Code '14545' is allocated as Citizen Redressal System Helpline called Janahitha to Information Technology, Electronics & Communications Department, Government of Telangana. The short code shall have following features:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers.
 - (ii) Accessibility: Restricted i.e. within local service area.
 - (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.

Sk Garg
(Sanchit Kumar Garg)
ADG (AS-III)
22.07.2021

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri Jayesh Ranjan, IAS, Principal Secretary to Government, Information Technology & communications Department, Government of Telangana, D-Block, 5th Floor, BRKR Bhavan, Telangana Secretariat, Hyderabad-500022 w.r.t. letter 1504/ITE&C/Janahitha Call Centre/2021 dt. 22.06.2021 with a request to appoint a 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 co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
5. A copy for upload on DoT Website.