

**GOVERNMENT OF INDIA  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
LOK SABHA**

UNSTARRED QUESTION NO:6455  
ANSWERED ON:06.05.2015  
CUSTOMER CARE NUMBER  
Maragatham Smt. K.

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) whether the Telecom Regulatory Authority of India has asked the mobile phone service providers not to use the number allocated for the national numbering plan as their customer care numbers;
- (b) if so, the details thereof;
- (c) whether TRAI has asked the mobile service providers to submit reports in this regard;
- (d) if so, the details thereof; and
- (e) the reaction of the telecom service provider/providers?

**Answer**

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

(a) to (e) TRAI had asked Airtel, Idea and Vodafone to withdraw helpline services operating on short code "111" as this was being used in violation of National Numbering Plan-2003. In response Airtel and Idea has stopped the use of short code "111". However, Vodafone has requested for parallel operation of short code "111" and new alternate short code "199" till 31/07.2015 to avoid in convenience to customers.