

Government of India
Ministry of Communications
Department of Telecommunications
Sanchar Bhawan, 20 Ashoka Road, New Delhi- 110 001

No. 37-3/2022/LFA-I/SARAS New development

Dated 27.03.2023

Sub: Revamped SARAS (www.saras.gov.in) helpdesk -Reg.

Based on review of SARAS helpdesk and in order to further improve its efficiency, I am directed to convey that following revamped SARAS helpdesks are being launched w.e.f. 3.4.2023.

S No	Helpdesk ID	Users
1	support.saras-dot@gov.in	Dedicated help desk for all licensees
2	saras.licfin-dot@gov.in	Dedicated helpdesk for O/o Pr CCAs/CCAs, CGCA Office, WPF, LFP and LFA wings of DOT HQ.
3	saras.lictec-dot@gov.in	Dedicated helpdesk for LSA offices, DG(T) Office and Other wings of DOT HQ.

Once mail received on these helpdesks is examined and sent to Service provider for further resolution, then unique Ticket No. shall be generated by Service Provider with intimation to helpdesk as well as User.

Also, a SARAS Helpline No. **011-23372044** is also being launched for ease of access for licensees and other users. This helpdesk shall be operational during working hours on working days.

This may be circulated widely among licensees and other users of the SARAS portal.

S. N. Mishra
27/3/2023
 (Shankara Nand Mishra)
 Director (LFA-III)
 Tel.No.011-23036231
 Email ID: Div.lfa3-dot@gov.in

To,

1. COAI/ISPAI/VNOAI for further circulation
2. All Pr CCA/CCA offices, All LSA offices for further circulation
3. DDG(AS/DS/CS/SAT/LFP/LFA/WPF), DOT HQ
4. Protean eGov Technologies Limited for hosting on SARAS website
5. Director (IT) for hosting on DoT website and DoT e-office
6. DDG(Social Media) for further action.

Copy for kind information to:

1. PPS to Secretary(T)
2. PPS to Member(F)/Member(T)/Member(S)
3. PPS to CGCA
4. PPS to DG(T)
5. PS to Advisor(F)