

Government of India
Department of Telecommunications
(Access Services Wing)
20, Ashoka Road, Sanchar Bhavan, New Delhi-110001

No. 16-01/2022-AS-III/771/44

Dated: 14-08-2023

To,
All Access Service Providers,

Subject: Modification in routing of short code '1098' as Children in difficult situation helpline allocated to Ministry of Women & Child Development.

In continuation to DoT letters dated 06.07.2023 and 31.07.2023 (copy enclosed) wherein it was requested to route short code 1098 allocated to Ministry of Women & Child Development (MoW&CD), New Delhi as "Children in difficult situation helpline" to 11 States/ UTs i.e. Andhra Pradesh, Arunachal Pradesh, Bihar, Dadar & Nagar Haveli and Daman & Diu, Gujarat, Goa, Ladakh, Mizoram, Puducherry, Tamil Nadu and Kerala, it is decided to route 1098 calls for two more states/UTs i.e. Chandigarh and Meghalaya from the existing routing procedure to CDAC owned Toll Free Numbers as per the details below:

S No.	State/UT Toll Free Number	Toll Free Number
1	Chandigarh	1800-599-1460
2	Meghalaya	1800-599-1469

2. Routing for all other states shall remain same as earlier.

3. All other features shall remain same.

4. All are requested to take necessary action.

5. This is issued with the approval of DDG (AS).

Signed by

Sanchit Kumar Garg
(Sanchit Kumar Garg)

Date: 14-08-2023 09:46:19
ADD (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Ms. Indra Mallo, Joint Secretray, MoW&CD vide letter dated 09.08.2023 with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA); LSA Unit, for concerned States/UTs.
4. Director (NT), O/o DGT HQ, (respective LSA field may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline,