

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

No.16-01/2022/AS-III/Short Codes/59/123

Dated: 28-06-2023

To,
All Access Service Providers.

Subject: Allotment of short code '14417' to Education Department, Government of Bihar.

Short code '14417' is allocated as helpline for Call center to receive feedbacks and grievance, and to provide citizens with the services related to Education Department, Government of Bihar, Patna with the following features:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
- (ii) Accessibility: restricted i.e. within State only.
- (iii) Metered service: (It may be taken as Called Party Pays or Calling Party Pays depending on intimation, to this effect, issued by the agency to which this short code is allocated in furtherance to this DoT instruction).

2. All are requested to take necessary action.
3. This is issued with the approval of Competent Authority

Signed by

Sanchit Kumar Garg

(Sanchit Kumar Garg)

Date: 28-06-2023 17:50:33
ABG (AS III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri K K Pathak, Additional Chief Secretary, Education Department Vikas Bhawan, Patna - 800015 w.r.t your letter dated 27-06-2023, with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, Bihar.
4. Director (NT), DGT (HQ), (respective LSA field unit may be asked to coordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
5. A copy for upload on DoT Website.