

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

No. 16-1/2017-AS-III/Short codes/558/ 75/

Dated:08.05.2023

To,
All Access Service Providers.

Subject: Allocation of Short Code '14422' for CEIR helpdesk to Department of Telecommunications.

This is in partial modification to earlier DoT letter No.16-03/2011-AS-III/Vol-II/148/915 dated 08.05.2018 (copy enclosed) through which short code "14422" was allocated for Central Equipment Identify Register (CEIR) project of Department of Telecommunications for SMS service.

2. Now, it is decided that short code "14422" shall also be utilized as helpline number for routing the help-desk calls for CEIR to the call centre at Jaipur.
3. All other features shall remain same.
4. All are requested to take necessary action.
5. This is issued with the approval of competent authority.

Encl: as above.


(Meenakshi)
Section Officer (AS-III)

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Ms. Suchi Srivastava, Director (UDS), Security Assurance Wing, Department of Telecommunications, Sanchar Bhawan, New Delhi -110001 w.r.t. letter No.11-13/2021-UDS dated 10.04.2023. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, concerned States/UTs.
4. Director (NT), DGT (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.

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

No. 16-3/2011-AS.III/Vol.II/148/ 915/

Dated : 08/05/2018

To,
All Access Service Providers.

Subject :- Allocation of short code 14422 for CEIR project of DoT regarding.

The undersigned is directed to convey the allocation of Short Code '14422' for Central Equipment Identity Register (CEIR) project of Deptt. of Telecom, Govt. of India for SMS service with following features:

- (i) Category-I: Service i.e. mandatory service to be provided by all the Access providers.
 - (ii) Accessibility: Un-restricted.
 - (iii) Non-Metered service.
2. All are requested to take necessary action.
 3. This is issued with the approval of DDG (AS-1).

Sk Garg 08/05/2018
Sanchit Kumar Garg
ADG (AS-III)
Tel. No.-011-23372725

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

1. Secretary, TRAI.
2. CMD MTNL /CMD BSNL.
3. Director (UDS), Security Wing, Deptt. of Telecom, Ph. No: 011-23725123 w.r.t to your letter No.19-37/2012 dated 17-04-2018, to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, Delhi.
4. Director (P&N), DoT (HQ) (respective LSA 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.