

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

No. 16-1/2017-AS-III/ShortCodes/221/1295

Dated: 31/07/2019

To,

All Access Service Providers.

Subject: Allocation of short code '14421' to the Registrar General and Census Commissioner, India regarding.

The undersigned is directed to convey the allocation of short code '14421' to the Registrar General and Census Commissioner, India for resolving queries of Enumerators as well as the common man, with features as:

- i) Category-I: Service (i.e. mandatory service to be provided by all the Access Service providers.
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 - (ii) Accessibility: Un-restricted i.e. available on STD also.
 - (iii) Metered Service: (It may be taken as Called Party Pays or Calling Party Pays depending on a separate intimation, to this effect, issued from 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 DDG (AS).

SKgarg
(Sanchit Kumar Garg)
ADG (AS-III)
Tel.:011-23372725
31.07.2019

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

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Sh. Mohan Singh Thapa, Technical Director, Ministry of Home Affairs, Office of the Registrar General & Census Commissioner, India, Data Processing Division, 2-A, Man Singh Road, New Delhi, Mobile No. 9650531444/9312431222 with a request to appoint a nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, concerned States/UTs.
4. Director (P&N), DoT (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.

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